CAHC’s 2018 Statewide Consumer Assistance Program Data Report

In addition to in person assistance, there were **6,578** calls to the Consumer Assistance HelpLine **1-800-965-7476**.

“It was helpful to have someone understand my unique situation and point me in the right direction. I greatly appreciate the help and support through this maze that is so confusing.”
Jeanne Fiorini, South Portland

The Consumer Assistance HelpLine at CAHC was there to help when **5,121** individuals and **1,457** health or insurance professionals called from all **16** Maine counties. The majority of callers, **3,127** were looking for general help or information. **1,052** needed help making changes to their insurance coverage. **942** had other issues with their insurance which CAHC helped with. **655** were uninsured and wanted help understanding their options. **578** callers received help resolving more complex denial or application issues, and **194** needed another type of help such as referral.

**Education and Outreach:** CAHC staff reached more than **2,500** consumers and enrollment professionals through trainings, presentations, and outreach events, educating them about the health insurance landscape, the intersection of public and private coverage, and policy initiatives aimed at improving Mainers lives.

Help us continue this important work.
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