

Rose L.
South Paris
LD 1077

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Rose, South Paris

Testimony in Support of LD 1077, "An Act to Fund Consultation Services to Ensure Affordable Health Care for Maine Residents"

April 4, 2023

I experienced a job change at the end of the year and one of the most daunting and worrisome aspects of the process was finding (affordable) health insurance for my family. I found it difficult to find correct and clear information that would help me know what the options were and how to access them.

I called the Consumer Assistance Program Helpline. I spoke with a staff person who was so kind and helpful. She stayed in touch with me over the weeks, assisting me through the process, answering my many questions, and even got on a three-way call with me and other agencies. With the changes related to the Family Glitch and the nuances of Special Enrollment Periods, there was a lot for me to learn, but they stayed with me every step of the way. I would not have known that it was possible to affordably insure my family without the CAP Helpline staff's steadfast, warm guidance.