

April 29, 2025

Testimony in support of LD 843, An Act to Continue Funding for the Health Insurance Consumer Assistance Program.

Senator Bailey, Representative Mathieson, and Members of the Joint Standing Committee on Health Coverage, Insurance, and Financial Services:

We live in Portland and are submitting these comments in support of LD 843, An Act to Continue Funding for the Health Insurance Consumer Assistance Program.

We've really benefited tremendously from the CAHC HelpLine. Three years ago, Steve retired and one of our big concerns was how we could afford health insurance. Nancy has had cancer several times so we knew it was important to continue our health care. We were excited about the Affordable Care Act but it seemed very confusing. It was such a huge relief when we found the CAHC HelpLine. We've been guided through the process of enrolling in coverage by Mary, who works on the HelpLine, for the last four years. Starting with our very first conversation with the HelpLine, we felt like Mary took the time to get to know us and ask the right questions. It felt personalized and customized for us.

Each year, Mary from the HelpLine has walked us through the CoverME.gov website. She is very knowledgeable, kind and friendly. The website can be very confusing. We can't imagine doing this without the HelpLine. The HelpLine staff members' knowledge and patience really have impacted us and we feel like they're an advocate for us. They don't advocate for any one type of insurance. They're advocating for us to get the insurance that meets our needs to ensure we are well cared for. They're able to really explain how everything works and present the plans so that we understand the options we have. Mary has helped us find the plan that works best for us and that we can afford. Mary is a star.

We have other friends in their 60s who are contemplating retirement and we feel lucky to have found the CAHC HelpLine. We are big fans of CAHC as a resource because it's tremendously beneficial to us. Thank you, Maine CAHC HelpLine!

Sincerely,
Nancy Ansheles and Steve Cohen