

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

Year after year, I contact the Consumers for Affordable Health Care HelpLine for help making sense of the bewildering health insurance landscape. For a couple years prior to Maine having its own marketplace, I spoke with and relied upon Barbara with the HelpLine. But for the last year during the 2023 open enrollment season and prior to 2024 enrollment, I've relied on Mary.

Like Barbara, and much to the credit of CAHC, she listens. She is a listener. She is a practitioner of the lost art of actually listening. She is not quick to correct my language, as many "customer service" people will, missing the forest for the trees. Mary understands that we're all looking for solutions in an imperfect system and, yet once more, has helped steer me toward those solutions, imperfect though they may be.

I own a business. My wife owns a business. We have two young daughters. We're glad to have \*someone\* - Mary, CAHC - who is not merely a customer service agent, but a true problem solver and communicator, not working from a script, but actually actively listening and guiding. And we're grateful.

Sincerely,  
John, Erin, Faye and June Copeland  
Bath, Maine