



Meg Garratt-Reed, Executive Director
Office of Affordable Health Care

April 29, 2025

Senator Donna Bailey
Representative Kristi Mathieson
Members of the Joint Standing Committee on Health Coverage, Insurance, and Financial
Services
Cross Building, Room 220
100 State House Station
Augusta, ME 04333

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

I am Meg Garratt-Reed, Executive Director of the Office of Affordable Health Care.

Thank you for the opportunity to testify today in support of LD 843. The Office encourages the
continued support for Maine's Consumer Assistance Program, which plays a critical role in
assisting consumers in navigating the complexities of the health care system.

During both of the public hearings the Office of Affordable Health Care has held since our
inception, we heard from community members about difficulty navigating coverage options and
use of their insurance. A theme in input we receive is that patients often end up caught in the
middle of disputes between carriers and providers about billing, and the Consumer Assistance
Program is uniquely positioned to assist them in determining a path forward. The program is
particularly valuable in its ability to serve people across coverage types and throughout the
continuum of needs, from help with enrollment to assistance with claims denials and appeals.

While we work together to improve the simplicity and efficiency of the health care system in
Maine, it is important to continue to provide this critical resource for Maine people.

Thank you for your time, and I welcome any questions.

Sincerely,

A handwritten signature in black ink, reading "Meg Garratt-Reed".

Meg Garratt-Reed, Executive Director
Office of Affordable Health Care