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To: MaineCare Providers
From: Dan Mickool R.Ph, M.S., Ed D Associate Director of Pharmacy
Date: July 27, 2026
Re: **MaineCare Eligibility Error in MIHMS**

Notification Date: 7/27/26	
BIN: 005526	PCN: MEPOP
BIN: 005526	PCN: MEPARTD

MaineCare Eligibility Error in MIHMS: Call to Verify Member Eligibility When ‘Emergency Services Only’ Coverage is Displayed

The Office of MaineCare Services (OMS) recently became aware of a system error that changed some MaineCare members’ coverage from full MaineCare to Emergency Services Only. We are working to correct the affected members’ coverage status in the Maine Integrated Health Management Solution (MIHMS), MaineCare’s claims-processing system, and will notify you when the issue is resolved.

In the meantime, if a MaineCare member believes they have full MaineCare coverage, but MIHMS shows Emergency Services Only coverage, please call MaineCare Provider Services at 1-866-690-5585. Provider Services will confirm the member’s eligibility directly with the Office for Family Independence (OFI). If Provider Services confirms the member has full MaineCare coverage, OMS will reimburse for covered services accordingly.

Claims for members with incorrect eligibility displayed in MIHMS may deny until this error is resolved. Pharmacy providers should reprocess affected claims once member eligibility has been corrected. Claims that continue to deny for reasons unrelated to eligibility should be reviewed and addressed in accordance with normal billing procedures. If a member paid out of pocket for a covered service because MIHMS displayed incorrect coverage, providers should refund the member following successful claim reprocessing. MaineCare cannot reimburse members for payments made directly to providers.

We will provide updates as additional information becomes available. If you have questions, please contact your Provider Relations Specialist or the MaineCare Provider Services call center by email (mainecareprovider@gainwelltechnologies.com) or phone: 1-866-690-5585 (TTY users dial 711).

Thank you for your patience as we resolve this issue and for helping ensure affected members continue to receive covered MaineCare services.