

Frequently Asked Questions about Local Resources

When answering questions about local resources, it is important to clarify to which resource list the person is referring. There are two different sections where the user is provided with information about local resources.

1. Low Cost Healthcare Services Tool

If the user clicks on “Find Healthcare Services” from the home page, the user can search a database of affordable, low cost healthcare resources. This is a small database, independent of the 2-1-1 Maine database, and only includes free and low cost healthcare resources.

2. Health Assessment Report: Local Community Supports and Programs

Once the user completes the health assessment, a report is generated called the Local Community Supports and Programs Report which details local resources available in the user’s area. This report pulls data from both the 2-1-1 Maine database and the small low cost resources database.

RESOURCES MISSING:

There are resources that are not listed in the Low Cost Healthcare Services Tool. Whom do I inform?

Clarify with the lead contact for the resource that the resource fulfills the following criteria:

- i. The resource is local (i.e., it is situated in Maine);
- ii. The resource is a direct service to Maine residents (i.e., people can go to the organization to get service);
- iii. The resource offers chronic disease-related healthcare services, such as blood pressure, cholesterol, cancer, diabetes, asthma, etc.; and
- iv. It is free (including accepting donations) or is low cost (i.e., a person living below the federal poverty level would be able to afford the cost).

If the resource meets these criteria, please ask the lead contact to complete the form on the www.keepmewell.org website entitled “Suggest A Resource”. You can access this by clicking on “Suggest A Resource” on the footer of the home page.

There are resources that are not listed in the Local Community Supports and Programs Report. Whom do I inform?

The lead contact for the resource can complete the “Suggest A Resource” Form and/or contact 2-1-1 Maine directly at resources@211maine.org. Put “keep me well” in the subject line.

INCORRECT RESOURCES:

My organization's record in the Low Cost Healthcare Services Tool is incorrect. Whom do I inform?

Ask the lead contact person for the resource to complete the "Suggest A Resource" form on www.keepmewell.org with the correct details and to make a comment in the "Other" field on the form that this is a correction to current information.

My organization's record in the Local Community Supports and Programs Report is incorrect. Whom do I inform?

If there is an asterisk (*) next to the name of the organization, the record is stored in the Low Cost Healthcare Services Tool. Ask the lead contact for the resource to complete the "Suggest A Resource" on www.keepmewell.org with the correct details and to make a comment in the "Other" field on the form that this is a correction to current information.

If there is not an asterisk (*) next to the name of the organization, the record is stored in the 2-1-1 Maine database. Ask the lead contact for the resource to directly contact 2-1-1 Maine at resources@211maine.org with "keep me well" in the subject line or to complete the "Suggest A Resource" on www.keepmewell.org with the correct details and to make a comment in the "Other" field on the form that this is a correction to current information.

If the person does not know if there is an asterisk (*) next to the name of the organization, ask the person to complete the "Suggest A Resource" on www.keepmewell.org with the correct details and to make a comment in the "Other" field on the form that this is a correction to current information.

LISTING OF RESOURCES:

Why does the Local Community Supports and Programs Report list resources far away from me?

In areas with limited resources, resources will be listed with the closest distances first, and include up to three statewide resources per category.

Why does the Community Local Programs and Supports Report list resources that don't apply to me? For example, the report lists resources for children even though I said that I was 68 years old in the health assessment?

The report is only based on health categories identified as requiring action. The website is not able to customize the report based on your age, gender, history of chronic disease, health insurance, etc.