

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
601 E. 12th St., Room 355  
Kansas City, Missouri 64106



**Medicaid and CHIP Operations Group**

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January 20, 2023

Michelle Probert  
Director, Office of MaineCare Services  
109 Capitol Street  
Augusta, ME 04333

Dear Ms. Probert:

The Centers for Medicare & Medicaid Services (CMS) is pleased to enclose the summary report of the Home and Community-Based Services (HCBS) Special Review Team virtual visit with Maine in December 2020 and January 2021. The focus of the visit was to learn more about your health and welfare operations and systems. We appreciated the hard work of your team to arrange meetings with state staff, individuals served by HCBS waivers, advocates, case managers, service providers, and other stakeholders. Additionally, your team provided extensive information regarding incident management and other health and welfare documentation before and during our visit.

Issuance of this summary report was significantly delayed due to unforeseen circumstances including focusing CMS resources on the COVID-19 Public Health Emergency. Nevertheless, we believe information in the summary report will be helpful as you work to improve HCBS waiver operations and ensure the health and safety of Maine's HCBS beneficiaries.

Please don't hesitate to contact me by telephone at 410-786-7561 if you have any questions or follow up on the enclosed report. You may also contact Krystal Chatman at [Krystal.Chatman@cms.hhs.gov](mailto:Krystal.Chatman@cms.hhs.gov) or by phone at (410)786-5235.

Sincerely,



George P. Failla, Jr., Director  
Division of HCBS Operations & Oversight

cc: Paul Saucier  
Krystal Chatman, DHCBSO  
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