



The only
nonprofit health
insurance and
plan administrator
based in Maine.

Who We Are

Community Health Options is Maine's only nonprofit insurer and plan administrator offering comprehensive health plans for individuals, families, and businesses. Founded in Lewiston as a CO-OP in 2011, we are governed by a Member-led board of directors committed to providing affordable, high-quality benefits that promote health and well-being across the state and beyond.

Health Insurance Built for Busy Lives

Health insurance should be about helping people stay healthy, not just covering costs on paper. We know insurance is complex, but we've made it our mission to simplify things, reduce roadblocks and ensure that **every Member has access to the care they need.**

Because in the end, health insurance isn't just about paying the bills—it's about keeping people healthy. And when we keep our Members healthy, **everyone wins.**

Our Brand Promise

At **Community Health Options**, we promise to provide **health insurance that puts Members first.** We focus on improving **access to care**, keeping costs **affordable**, and ensuring that when Members need their benefits, they can actually **use them.**

🌟 The Community Health Options Difference

LOCAL, PERSONALIZED SERVICE AND MAKING A DIFFERENCE FROM DAY ONE

- Our **Maine-based Member Services team** offers **personalized, hands-on support**, leading to 98% caller satisfaction so callers get what they need—when they need it.
- Most of our team **lives in Maine** and understands the unique challenges of healthcare access and operating a business in the state.

ENABLING ACCESS TO CARE—ANYWHERE AND ANYTIME

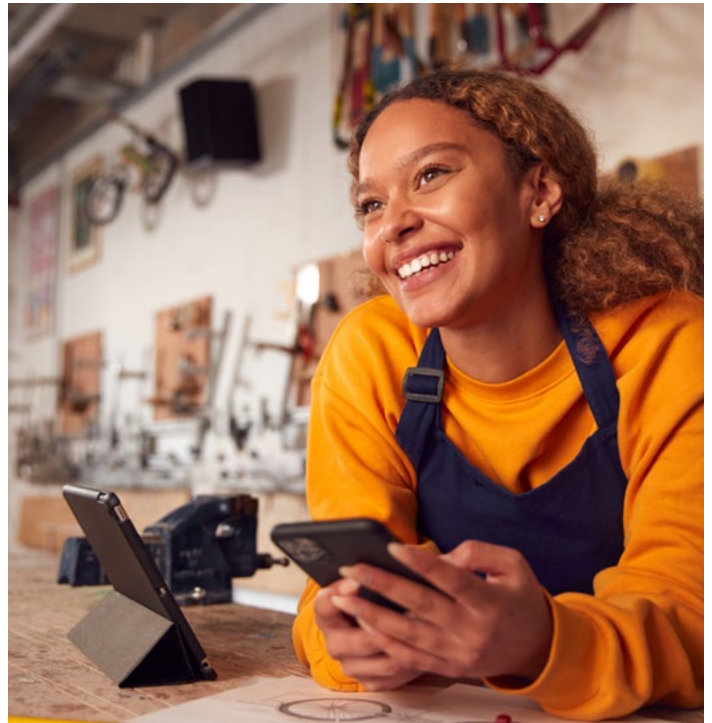
- **Maine's most robust provider network**, with clinicians, pharmacies and hospitals throughout Maine and New Hampshire, along with Centers of Excellence in Massachusetts.
- Access to providers **nationwide** through the First Health Network®.
- **Virtual primary care** through Firefly Health, with convenient access to care from anywhere and in-person care when needed.
- **Virtual behavioral health** and **urgent care** through Amwell®.

REMOVING ROADBLOCKS TO CARE

- We work to **lower out-of-pocket costs** through prescription savings and low copays for labs and X-rays on many plans, among other benefits. Our **care managers** support Members with **chronic or complex conditions**, coordinating care, removing barriers to treatment and providing focused behavioral health support.

CUTTING BUREAUCRACY TO PRODUCE RESULTS

- As a nonprofit health insurance company, we're not bogged down by shareholders or corporate interests. We put **people first**, which means our decisions are always focused on improving **health outcomes** for our Members.



We call it **health insurance the way it should be.**
Our Members call it **common sense.**