

CoverME.gov Facebook Commenting Policy

Welcome to the official Facebook page for CoverME.gov, Maine's health insurance marketplace. We're glad you're here! Our goal is to provide helpful information and create a respectful space for conversation about health coverage in Maine.

This Facebook page is a limited public forum focused on CoverME.gov-related information and discussions. Comments are welcome, provided they remain respectful and relevant to CoverME.gov and Maine health coverage programs. By participating on this page, you agree to follow this commenting policy, which applies in addition to Facebook's own Community Standards and Terms of Service.

PURPOSE OF THIS PAGE

This Facebook page is intended to:

- Share important updates about CoverME.gov
- Help Maine residents learn about health insurance options
- Encourage respectful, on-topic conversation related to our work

This page is **not** a customer service channel and is not monitored 24/7. For help with your application, enrollment, or account, please visit **CoverME.gov** or call our Consumer Assistance Center at **1-866-636-0355 TTY: 711**.

MODERATION

We strive to review comments regularly during normal business hours, Monday through Friday. We cannot guarantee responses to every comment or question. Comments posted after hours or on weekends will be reviewed as soon as possible.

Comments may be removed or hidden if they violate the specific criteria listed below. When comments are removed for violating this policy, CoverME.gov may retain a record of the comment for administrative or legal purposes. Users may also be blocked for repeated or serious violations. **All moderation decisions are made based on the content of the comment and its compliance with this policy, never on the user's viewpoint or opinion.**

WHAT IS NOT ALLOWED

To keep this space welcoming and constructive, the following types of content may be removed, hidden, or cause a user to be reported and/or blocked:

1. Off-topic or disruptive content

- Comments unrelated to the post or the mission of CoverME.gov
- Repetitive or copy-and-paste comments
- Coordinated posting of identical messages by multiple users
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2. Abusive or unsafe behavior

- Obscenity or pornographic content
- Fighting words and threats of physical harm or violence

- Discriminatory harassment, or direct attacks targeting individuals or groups based on race, ethnicity, national origin, religion, gender, disability, or other protected status
- Defamatory or fraudulent statements

3. Illegal or inappropriate content

- Encouragement or depiction of illegal activity
- Content that may compromise public or information safety and security
- Personally identifiable information (your own or someone else's), such as:
 - Social Security numbers
 - Addresses
 - Phone numbers
 - Email addresses
 - Private health information

4. Advertising, electioneering, or commercial content

- Promotion or solicitation by insurance agents, brokers, or organizations seeking to sell products or services
- Spam or commercial solicitations
- Political campaigning or advocacy for or against candidates, elected officials, political parties, political action committees (PACs), or ballot measures

5. Media and legal matters

- Questions from the media (please contact the DHHS Press Secretary directly)
- Content attempting to file a claim, complaint, grievance, or legal notice
- Reports of criminal activity (please contact local law enforcement)

CoverME.gov reserves the right to remove comments that violate the specific criteria listed above. All moderation decisions will be made in a viewpoint-neutral manner.

PRIVACY NOTICE

To protect your privacy and the privacy of others, please do **not** post personal or health information. Comments containing sensitive information may be removed. CoverME.gov staff will never request personal or account information through Facebook comments or messages.

Comments posted on this page may be considered public records under Maine law and may be subject to disclosure through a Freedom of Access Act (FOAA) request.

MEDICAL DISCLAIMER

Information shared by CoverME.gov on Facebook is for general informational purposes only and **is not medical advice**. If you are experiencing a medical emergency, call **911** or contact your health care provider immediately.

THANK YOU

We appreciate your efforts to keep this Facebook page respectful, helpful, and informative for Mainers seeking health coverage information.