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Administrative Bulletin 25-24

101 CMR 613.00: *Health Safety Net Eligible Services* 101 CMR 614.00: *Health Safety Net Payments and Funding*

Effective October 17, 2025

Temporary Suspension of Dental Prior Authorization Requirements for Health Safety Net

Background

The Health Safety Net program is the payer of last resort for health care services provided by acute care hospitals and community health centers to qualified uninsured and underinsured residents of Massachusetts.

As part of a recent transition to a new dental third-party administrator, there have been unexpected delays and disruptions affecting administrative and operational processes. Because of current system limitations, prior authorization requests for Health Safety Net dental services cannot be processed at this time.

To ensure continued and timely access to medically necessary dental services, and in accordance with 101 CMR 613.03(3)(a)6., this administrative bulletin temporarily suspends prior authorization requirements for dental services until operational capacity is restored. This administrative bulletin is effective for dates of service on or after October 1, 2025, and applies to acute care hospitals and community health centers that are Health Safety Net dental service providers.

Details of Prior Authorization Suspension and Provider Responsibilities

Effective October 17, 2025, the requirement for prior authorization for Health Safety Net dental services is temporarily suspended for dates of service on or after October 1, 2025. This

suspension will remain in place until March 1, 2026, as ongoing systemic and operational limitations are addressed.

Notwithstanding the temporary suspension of prior authorization, providers may only bill the Health Safety Net for dental services that are medical necessary and consistent with Health Safety Net requirements, including billing requirements and existing clinical criteria for coverage. Providers must still complete and retain all documentation that would normally be submitted with a prior authorization request. The Health Safety Net reserves the right to audit this documentation to verify that services were medically necessary and were rendered and billed consistently with Health Safety Net requirements, including billing requirements and clinical criteria for coverage.

Additional Information

The dental Office Reference Manual (ORM) contains the required documentation (ORM Section 6.00 and ORM Exhibit A) and clinical criteria (ORM Section 16.00) that apply to the Health Safety Net dental services. The ORM is available at massdhp.org/orm.

Questions

If you have any questions about the information in this administrative bulletin, please contact Health Safety Net Dental Customer Support, supported by BeneCare, by visiting massdhp.org, calling (844) 643-3685, or emailing ProviderRequests@massdhp.com.

You can also contact the Health Safety Net at (800) 609-7232 or HSNHelpdesk@state.ma.us.