

**Office of Medicaid
BOARD OF HEARINGS**

Appellant Name and Address:



Appeal Decision:	DENIED	Appeal Number:	2509947
Decision Date:	09/26/2025	Hearing Date:	08/06/2025
Hearing Officer:	Kenneth Brodzinski		

Appearance for Appellant:



Appearance for MassHealth:

Allison Hubbard, DDS



*The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Board of Hearings
100 Hancock Street, Quincy, Massachusetts 02171*

APPEAL DECISION

Appeal Decision:	DENIED	Issue:	Prior Authorization - Dental
Decision Date:	09/26/2025	Hearing Date:	08/06/2025
MassHealth's Rep.:	Allison Hubbard, DDS	Appellant's Rep.:	██████████
Hearing Location:	Springfield MEC		

Authority

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder.

Jurisdiction

Through notice dated June 12, 2025, MassHealth denied a prior authorization (PA) request seeking coverage for a crown on tooth number 29 (Exhibit A). Appellant filed for this appeal in a timely manner on July 3, 2025 (see 130 CMR 610.015(B) and Exhibit A). Denial of assistance constitutes valid grounds for appeal (see 130 CMR 610.032).

Action Taken by MassHealth

MassHealth denied a prior authorization (PA) request seeking coverage for a crown on tooth number 29.

Issue

The appeal issue is whether MassHealth properly applied the controlling regulation(s) to accurate facts when it denied a prior authorization (PA) request seeking coverage for a crown on tooth number 29

Summary of Evidence

Both parties appeared virtually by video.

MassHealth was represented by a licensed practicing dentist from BeneCare, MassHealth's dental review agent. The MassHealth representative testified that Appellant's dental provider filed a PA request for dental code D2740 (crown) for tooth number 29 (Exhibit B). The request was denied on the grounds that a crown can only be authorized once every five years and Appellant received her last crown on tooth number 29 less than five years ago on June 9, 2023.

Appellant appeared on her own behalf and testified that she has long Covid. She also testified that she believes the crown that she received in 2023 was defective and poorly placed because it fell off and broke in less than a year. Along with her Fair Hearing Request, Appellant filed a set of dental X-rays (Exhibit C) and a broken crown (Exhibit D).

Upon questioning by the hearing officer, Appellant acknowledged that she never filed a complaint with MassHealth about her concerns with the provided crown. Appellant also acknowledged that she never went back to the providing dentist to address her concerns with the crown. Instead, she went to a new dentist and asked him to file a PA request for a new crown.

Findings of Fact

Based on a preponderance of the evidence, this record supports the following findings:

1. Appellant's dental provider filed a PA request with MassHealth for dental code D2740 (crown) for tooth number 29.
2. MassHealth denied the PA on the grounds that a crown can only be authorized once every five years.
3. MassHealth covered the provision of a crown on Appellant's tooth number 29 on June 9, 2023.

Analysis and Conclusions of Law

MassHealth pays for only those dental services that are medically necessary and listed in Subchapter 6 of the Masshealth Dental Manual (130 CMR 420.421(A)(1)).

A review of the dental service codes listed in the *“Dental Manual for MassHealth Providers, Subchapter 6, Transmittal Letter DEN-114 effective June 1, 2024”* confirms that dental service code D2740-Crowns contains the following service limitation: *“Once per 60 months per tooth”*. Accordingly, this record supports MassHealth’s determination that Appellant is not eligible for coverage of D2740, a crown on tooth number 29, insofar as it was undisputed that Masshealth covered a crown for tooth number 29 on June 9, 2023.

For the foregoing reasons, the appeal is DENIED.

Order for MassHealth

None.

Notification of Your Right to Appeal to Court

If you disagree with this decision, you have the right to appeal to Court in accordance with Chapter 30A of the Massachusetts General Laws. To appeal, you must file a complaint with the Superior Court for the county where you reside, or Suffolk County Superior Court, within 30 days of your receipt of this decision.

Kenneth Brodzinski
Hearing Officer
Board of Hearings

MassHealth Representative: BeneCare 1, Attn: Jessica Lusignan