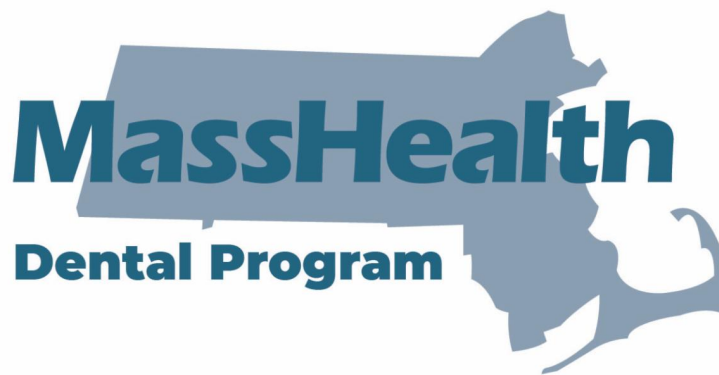




BeneCare & MassHealth 1.26.2026 Dental Update

As announced last week, the **MassHealth Dental Program** will transition to **DentaQuest** effective **February 1, 2026**. Additional details about the transition can be found in Section 1 below.

This email outlines brief updates on the following topics:

- (1) **MassHealth TPA Transition** – *Updates are outlined below*
- (2) **Adjudication Remediation Plan** – *Reprocessing continues as outlined below*
- (3) **Claims processing** – *See link to Transition FAQs for upcoming payment schedule overview; Comptroller's Office system upgrade; D9248 billing update reminder.*
- (4) **Prior authorization** – *Prepayment claim review indefinitely delayed except for multiple crowns for adults*
- (5) **Portal and customer service** – *The BeneCare provider portal will transition to read-only access as of Friday, January 30, 2026 at 5pm*
- (6) **Remittances** – *Run 100873 will be the last BeneCare remit*
- (7) **Payment advances**
- (8) **Recoupments** – *Paused recoupments began to apply again starting with the January 12 claims payments (**Run 100868**); please refer to the updated Recoupment Job Aid now posted (see link below)*
- (9) **Helpful reminders** – *Can now be located via a special link as shown below.*

1) TPA Transition Update

As announced last week, **DentaQuest** will become **MassHealth's dental program third-party administrator (TPA)** on **February 1, 2026**.

Immediate impacts:

BeneCare will no longer administer the MassHealth dental program as of January 31, 2026.

Upcoming last dates to submit to BeneCare:

- New credentialing and re-credentialing applications: Friday January 23, 2026 by 5pm ET
- Claims and prior authorization requests: Friday, January 30, 2026 by 5pm ET
- Reconsiderations, inquiries, and voids: Friday, January 30, 2026 by 5pm ET

Starting February 1, 2026, please visit MassHealth-Dental.org to submit credentialing and re-credentialing paperwork; claims and prior authorization requests; and reconsiderations, inquiries, and voids.

- Transition FAQs, upcoming training opportunities, and key information is available here on the [Dental TPA Transition](#) website.

MassHealth will continue to provide updates and resources to support you during the transition, with more details expected throughout the week. Please check the [Dental TPA Transition](#) website regularly and sign up for email updates through [this request form](#) to stay informed.

2) Adjudication Remediation Plan

You can track the Adjudication Remediation Plan's progress by reviewing updated overview slides which can be found on the [Provider News & Updates](#) page or by [clicking here](#).

- **Phases 1-7 have all been completed.**
- **Phase 7** includes:
 - **D1351** which had denied incorrectly for wisdom teeth (#01, #16, #17, #32) and additional incorrect denials for Public Health Dental Hygienists (PHDHs)
 - These reprocessed claims will be **included in the 2/2 claims payment (Run 100871)**
- **Continued ARP reprocessing will be completed over the next few weeks:**
 - All remaining claim reprocessing that has been outlined as part of the ARP will be completed, including:
 - Claims that inaccurately denied for eligibility, including MassHealth Standard claims denied incorrectly for an annual maximum ("Services Exceed Annual Max")
 - Outstanding eligibility denials that had not be remediated in Phase 1.
 - Additional claims that had been approved for payment but did not get paid by MassHealth will be resubmitted for payment.
 - As these claims are reprocessed, we will communicate when you can expect claims payment by date and Run number.
- **Voids for:**
 - PAs with future dates of service processed as claims
 - PAs with no date of service processed as claims

Please note that while many claims are successfully reprocessed, not all will qualify for payment. As claims are reprocessed for previous configuration issues - such as inaccurate eligibility - some may still deny for other reasons. For example, a claim may receive a duplicate denial if the service was already paid or billed more than once.

We will only post reprocessed claims that qualify for payment. At this time, we are not posting reprocessed claims that deny again.

Please use the link below to view the updated ARP overview slides:

ARP Overview Slides

3) Claims Processing & Payment Update

As outlined in Section 1 above, please continue submitting claims, prior authorization requests, and all other routine operational tasks **through BeneCare until Friday, January 30, 2026 by 5pm ET**

Starting February 1, 2026, please visit MassHealth-Dental.org to submit claims and prior authorization requests.

- Current state - claims status:
 - **This week's 1/26 claims payment (Run 100870)** includes a regular week of claims plus D1510 (age limit) and D1351 (PHDH) reprocessed claims and resubmitted claims as part of Phase 6 as outlined above.
 - **Next week's 2/2 claims payment (Run 100871)** will include a regular week of claims plus D1351 (wisdom teeth and remaining PHDH) reprocessed claims as part of Phase 7 as outlined in Section 2 above.

Office of the Comptroller - Upcoming system upgrade:

- The Office of the Comptroller oversees the Commonwealth's financial systems and processes, including MassHealth dental claims payments and VendorWeb.
- The Comptroller's Office is expected to implement a system upgrade in mid-February 2026.
 - As a result, payment issue dates for all MassHealth providers, including dental providers, may shift slightly:
 - Payments for **Run 100873** (week of February 16h) may be issued one to two days **earlier than usual**, and
 - Payments for **Run 100874** (week of February 23rd) may be issued one to two days **later than usual**.
- VendorWeb is expected to be available during the system upgrade, but no new information will be posted during the system upgrade.

Please refer to the upcoming claims payment table available in the FAQ section on the [Dental TPA Transition website](#) which outlines the claims payment schedule and responsible TPA during the first five weeks after the TPA transition.

As a reminder, MassHealth has **further extended the timely filing limit to 345 days through March 31, 2026.**

Recoupments continue to apply, including previously paused recoupments. For more information on recoupments, see Section 7 below.

Billing Update: NonIntravenous Conscious Sedation (*Reminder of info shared last week*)

- The American Dental Association (ADA) CDT 2026 updates include the deletion of the MassHealth-covered CDT code **D9248** (nonintravenous conscious sedation) effective January 1, 2026.
- MassHealth anticipates adopting new CDT codes for nonintravenous conscious sedation.
- Providers are advised to **hold claims for nonintravenous conscious sedation services until MassHealth adopts the new CDT codes and issues applicable billing guidance.** *Claims for nonintravenous conscious sedation submitted before MassHealth's adoption of the new codes will be denied.*
- MassHealth anticipates adopting the new codes and issuing applicable billing guidance in the second quarter of calendar year 2026.
- Next steps - claims status:
 - BeneCare will continue to work through some provider-specific claims issues and are reaching out to those providers directly. Individual outreach and problem-solving will continue to assist providers who continue to receive low or no claims payment.

If you haven't already received outreach from the BeneCare team and you either haven't received any claims payment or your payment remains very low **due to something other than the already known eligibility or configuration**, please fill out [this online form](#) so that we can assist you.

**** No resubmissions are needed at this time. We will notify you if needed in the future.****

4) Prior Authorization Update

As outlined in Section 1 above, please **continue to submit prior authorization requests to BeneCare through Friday, January 30, 2026 by 5pm ET.**

Starting February 1, 2026, please visit MassHealth-Dental.org to submit claims and prior authorization requests.

As a reminder, please visit Helpful Reminders and Resources or click on the updated ORM directly for guidance that MassHealth has indefinitely **delayed implementation of prepayment claim review**, except for multiple crowns delivered on the same date of service for members 21 years and older.

- Current state:
 - PA decisions are available on the portal under "Claims Status" and continue to be mailed out.

- Effective 1/1/2026, standard PA requests are being processed within 7 calendar days for any individual request.

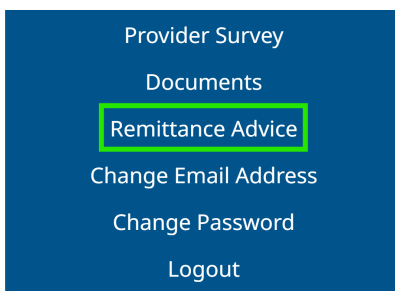
5) Portal & Customer Service Updates

As outlined in Section 1, the BeneCare portal will no longer accept claims and prior authorization requests after Friday January 30 at 5pm. Additionally, Friday January 30 will be the last day for BeneCare to assist with routine customer service.

Starting February 1, 2026, please visit MassHealth-Dental.org to access the DentaQuest provider portal and contact customer service.

Please note: The BeneCare portal will transition to read-only access after Friday January 30 at 5pm ET. The portal will continue to be available for read-only access through September 30, 2026 at providers.massdhp.com.

- Providers are encouraged to download any necessary information for your records.
- Historical information (such as remittance advice and claims status) will not transfer to the new portal
- Current state - portal:
 - **CMSP Accumulator issue:** We are aware of an issue affecting both the portal display of the CMSP \$750 SFY remaining balance and claims processing.
 - For CMSP Accumulator / remaining balance information, please call 844-MH-DENTL (844) 643-3685.
- Portal updates:
 - **PDF remits are now available on the Provider Portal.**
 - Remits are usually posted by the Wednesday prior to the claims payment.
 - The remits for Runs 100833 and 100834 were posted to the portal.
 - Remits can be downloaded under the "Remittance Advice" option in the left menu bar in the portal as shown in the image below:



- If you are unable to submit a claim in the portal due to an issue with the member eligibility check, the claim can be submitted through these alternative routes:
 - **FAX** to: 833-627-7347, or
 - **Submit to EDI**, or
 - **Mail to:** MassHealth Dental Program Claims c/o BeneCare
Dental Plans P.O. Box 631. Worcester, MA 01613

- **Please do not email claims directly to BeneCare.** If you are cannot FAX, submit through EDI, or mail your claim, you can request a secure email connection by emailing ProviderRequests@massdhp.com.
- Current state – customer service:
 - Incoming calls for the week of 1/20-1/23 were answered with an average wait time of 18 minutes, 44 seconds.
 - The customer service call center operated by BeneCare will close as of 6pm on Friday, January 30, 2026. With the exception of calls regarding claims, prior authorization, and reconsideration requests received prior to the final submission deadline, incoming calls received after 6pm on 1/30 will be rerouted to the DentaQuest call center.

6) Remittances

As outlined in the upcoming claims payment schedule available in the FAQ section of the [Dental TPA Transition website](#), the last BeneCare-processed claims payment will be the claims payment on 2/16/2026, Run 100873. Remits for Run 100833 through 100873 will be available on the BeneCare portal.

Starting with Run 100874, remits can be found through the DentaQuest portal by visiting MassHealth-Dental.org.

- Current state:
 - **MassHealth remits are now available in the Provider Portal.** Remits will no longer be mailed. See Section 4 above for more information on how to access.
 - The remits for Runs 100833 and 100834 have been posted on the portal.
 - **To request a missing remit**, please email ProviderRequests@massdhp.com with "REMIT REQUEST" in the subject line, and include your tax ID or NPI, name of office, and address along with the run number of the missing remit or date needed.
 - As a reminder, the MassHealth remit has separate EOB reason codes from BeneCare. A crosswalk is [available here](#).
 - Some providers have reported examples of denied claim lines with the MassHealth EOB reason code 9918 that indicates a paid claim line. This issue is limited to non-HSN providers receiving denials for treating HSN members.
 - Providers will need to check the portal or call 844-MH-DENTL (844-643-3685) for questions about the claims status or for additional procedure detail on the MassHealth remit.

- VendorWeb:
 - VendorWeb is the State's portal for providers to view scheduled payments and payment history.
 - For more information on VendorWeb, please refer to the Virtual Office Hours slides or visit: [How to Use VendorWeb](#)

Access VendorWeb

7) Interim Payment Advances

- MassHealth will continue to make interim payment advances upon request for providers who payments are below their historical claims payment volumes.
- As claims payment issues resolve and payments have returned to historical claims payment volumes for most providers, fewer requests are being approved. However, specific providers who continue to have low to no claims payments remain eligible.
- For more information and the option to submit a request for an interim payment advance, please use the [online form](#).

Request a Payment Advance

8) Recoupments

Important Update: Paused recoupments began to apply again starting with claims payments on **January 12, 2026 (Run 100868)**

- To help ease the transition as recoupments resume, a lower recoupment percentage was automatically applied for providers whose recoupments were previously paused.
- The recoupment percentage was adjusted based on the number of outstanding interim payment advances so that providers will receive approximately 80% of their claims payments.
- MassHealth expects to gradually adjust the recoupment schedules over time. Recoupment will continue at this reduced percentage until outstanding interim payment advances are fully recouped, or the schedule is adjusted.
- **Please review the updated [Recoupment Job Aid](#)** to learn more about recoupments, including additional details about the restart of paused recoupments and a recoupment examples.

Requesting a Recoupment Change or Status Update

If you have an outstanding interim payment advance and are concerned about the impact of recoupment on your cash flow, you may complete [this online form](#) to:

- Request a **lower recoupment percentage** to ease the impact on claims payments
- Request a **higher recoupment percentage** to shorten the recoupment period
- Request a **status update** on your remaining advance balance

Please note that previously paused recoupments have already been lowered as described above and in the updated [Recoupment Job Aid](#). If you have already submitted a recoupment hardship request, no further action is needed. Requests do not need to be resubmitted weekly. *Duplicate or incomplete requests will not be processed.*

9) Helpful Reminders

To ensure that you have easy access to important updates and reminders, we have created a reference PDF that you can access by clicking the link below.

This document will remind you about:

- Frequently Asked Questions (FAQs)
- Most recent ORM updates
- Benefit determination letter distinctions
- The HIPAA-Compliant secure email platform, Barracuda,
- Other important MassHealth Dental resources

Helpful Reminders

For ALL MassHealth Dental questions and inquiries, please reach out to MassHealth Dental Customer Service by visiting massdhp.org, calling 844-MH-DENTL (844-643-3685), or emailing ProviderRequests@massdhp.com.

Thank you for your patience, perseverance, and commitment to providing excellent care to members.

Best regards,

Provider Relations

MassHealth Dental Program | P.O. Box 612 | Worcester, MA 01613 US

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