



Contact Information for MassHealth Claim Questions

MassHealth Customer Service

MassHealth Customer Service is available to assist providers with MassHealth billing issues.

If you have questions about Long-Term Services and Supports (LTSS) claims billed by Nursing Facilities, Home Health Agency, Adult Day Health, DME suppliers, Physical Therapists, Occupational Therapist, Speech Therapist, and Nurses, contact LTSS Provider Service Center at (844) 368-5184, Monday through Friday from 8:00 a.m.–6:00 p.m., excluding holidays, or by email to support@masshealthtss.com.

If you have questions about medical claims, billed by Doctors, Nurse Practitioners, Pharmacies, and Hospitals, contact MassHealth Customer Service at (800) 841-2900, Monday through Friday from 8:00 a.m.–5:00 p.m., excluding holidays, or by email to providersupport@mahealth.net.

If you have questions about policies and procedures for submitting electronic claims, or testing for HIPAA claims transactions, or need technical support, contact MassHealth Customer Service at (800) 841-2900 and follow the menu prompts for EDI Transactions, Monday through Friday from 8:00 a.m.–5:00 p.m., excluding holidays, or by email to edi@mahealth.net.

If you have questions about MassHealth dental claims, contact DentaQuest, the dental claims processor at (800) 207-5019, Monday through Friday from 8:00 a.m.–6:00 p.m., excluding holidays, by email to claims@masshealth-dental.net.

If you have questions about MassHealth pharmacy claims, please contact the Conduent Help Desk at (866) 246-8503, 24 hours a day, seven days a week, or email Conduent Provider Relations at MassHealth.Provider@conduent.com. Be prepared to provide your MassHealth provider number, the member ID number, the date of service, a brief synopsis of the issue, and the remittance advice (RA) date if applicable.

MassHealth policy-related issues are addressed in Subchapters 1 through 4 of your MassHealth provider manual.

To Verify the Status of Claims on the Internet

To verify the status of a claim, go to the [Provider Online Service Center \(POSC\)](#) where you can check the status of a claim online under Manage Claims and Payments, and then under Inquire Claim Status.

To Verify the Eligibility of a Member on the Internet

To verify the eligibility of a member, go to the [POSC](#) where you can check the eligibility online under Manage Members.