



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
Dental Bulletin 48
May 2022

TO: Providers Participating in the MassHealth Dental Program

FROM: Amanda Cassel Kraft, Assistant Secretary for MassHealth

RE: Provider Inquiries

MassHealth Provider Web Portal

To ensure that the MassHealth Dental Program is able to properly review written provider inquiries, providers must submit questions via a general inquiry to the MassHealth dental customer service team through the “Contact Us” section of the MassHealth provider web portal:

https://provider.masshealth-dental.net/mh_provider_login, except as otherwise directed in the MassHealth Dental Office Reference Manual (ORM): [MassHealth-ORM.pdf \(masshealth-dental.net\)](#).

If a provider seeks reconsideration of a denied prior authorization (PA) request, the provider must submit a request for reconsideration of the PA request and any supporting documentation via the “Contact Us” section of the MassHealth provider web portal: https://provider.masshealth-dental.net/mh_provider_login. For more information on how to submit a reconsideration or a general inquiry via the MassHealth provider web portal, please see the ORM or the recorded training on the MassHealth Dental Program website: <https://www.masshealth-dental.net/MassHealth/media/Docs/26FEB21-MassHealth-Reconsiderations-General-Inquiry-Presentation-20210226-1905-3.mp4>.

Providers may also call the MassHealth Dental Customer Service Department at (800) 207-5019 for assistance. Providers may not directly email PA requests or other questions, comments, or concerns to individual employees of the MassHealth third-party dental administrator except as specifically directed in the ORM.

The submission of written inquiries through the MassHealth provider web portal ensures that such inquiries are properly reviewed by the appropriate staff. Communication through the MassHealth provider web portal also ensures that patient personal health information included in the inquiry is protected, as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Questions

If you have questions about the information in this bulletin, please call MassHealth Dental Customer Service at (800) 207-5019 or email your inquiry to inquiries@masshealth-dental.net.

MassHealth Website

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