



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## Dental Bulletin 50

**DATE:** October 2024

**TO:** Providers Participating in the MassHealth Dental Program

**FROM:** Mike Levine, Assistant Secretary for MassHealth

**RE:** **New Dental Third-Party Administrator for MassHealth, the Children's Medical Security Plan, and Health Safety Net**

### New Dental Third-Party Administrator

The Executive Office of Health and Human Services is pleased to announce that it has contracted with BeneCare Dental Plans (BeneCare) to provide dental third-party administrator (Dental TPA) services for MassHealth, the Children's Medical Security Plan (CMSP), and the Health Safety Net (HSN). BeneCare has extensive experience as a dental TPA and has been the dental TPA for the Connecticut Medicaid Program since 2008.

The current MassHealth Dental Program TPA, DentaQuest, is anticipated to continue as the Dental TPA for MassHealth through January 31, 2025. BeneCare has an anticipated operational start date of February 1, 2025.

The upcoming Dental TPA transition is not anticipated to affect your status as a MassHealth provider or your MassHealth provider contract. MassHealth's current rates for dental services will also not be affected by the Dental TPA transition.

As the MassHealth Dental Program TPA, BeneCare will provide administrative services, including but not limited to the following.

- Claims processing
- Recruitment of new dental providers to the MassHealth Dental Program
- Credentialing of new MassHealth dental providers, as well as recredentialing of existing ones
- Comprehensive customer service from a dedicated team that specializes in dental care
- Responding to providers' questions about claims, MassHealth eligibility, and benefit authorization
- Helping members find a dentist

MassHealth is excited to apply BeneCare's outcome-based dental care model to Massachusetts to promote equitable access to oral health services for MassHealth members. This model was initially developed in 1979 by a group of dental professionals. It is designed to increase access and lower costs by helping improve the oral health of the populations served.

## Frequently Asked Questions

You can find responses to frequently asked questions (FAQ) about the upcoming transition to BeneCare at [FAQ.massdhp.org](https://faq.massdhp.org).

The FAQ, which provides contact information for claims, credentialing, and constituent services, is anticipated to be updated on or before February 1, 2025. MassHealth and BeneCare plan to provide more detail about the transition at upcoming in-person training sessions, webinar training sessions, and provider communications.

## Future Communication, Training, and Implementation

MassHealth and BeneCare plan to provide additional updates in the coming weeks about the Dental TPA transition, including a schedule for training and implementation. In addition, BeneCare will email providers updates throughout the transition.

To receive future messages from BeneCare and the MassHealth Dental Program, please subscribe at [FAQ.massdhp.org](https://faq.massdhp.org).

## MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions?

Email Tuyen Vu at [Tuyen.Vu@mass.gov](mailto:Tuyen.Vu@mass.gov).