




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

Dental Bulletin 51

DATE: January 2025

TO: Providers Participating in the MassHealth Dental Program

FROM: Mike Levine, Assistant Secretary for MassHealth 

RE: **Delayed Start Date for New Dental Third-Party Administrator**

New Dental Third-Party Administrator

As communicated in [Dental Bulletin 50](#), the Executive Office of Health and Human Services 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).

This bulletin amends Dental Bulletin 50 to communicate that the anticipated operational start date for the new Dental TPA is delayed.

The anticipated operational start date for the new Dental TPA is delayed and is no longer February 1, 2025. The new anticipated operational start date will be announced in the coming weeks in a future communication.

The current MassHealth Dental Program TPA, DentaQuest, will continue as the Dental TPA for MassHealth until the transition to BeneCare.

Frequently Asked Questions

You can find responses to frequently asked questions (FAQ) about the upcoming transition to BeneCare at FAQ.massdhp.org.

The FAQ, which provides contact information for claims, credentialing, and constituent services, will be updated on or before the operational start date of the new Dental TPA. MassHealth and BeneCare will 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 will provide additional updates 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.

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Questions?

Email the MassHealth Dental Provider Relations team, supported by BeneCare, at providerrelations@massdhp.com.



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