



Dental Bulletin 55

DATE: January 2026

TO: Providers Participating in the MassHealth Dental Program

FROM: Mike Levine, Undersecretary for MassHealth

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

Overview

This bulletin provides updates regarding the launch date of the new MassHealth dental program third-party administrator (TPA), cutover dates between BeneCare and DentaQuest, and other transition related updates.

New Dental Third-Party Administrator (effective February 1, 2026)

DentaQuest will become MassHealth's dental TPA on February 1, 2026. The current dental TPA, BeneCare, will continue through January 31, 2026. As a reminder, DentaQuest was the dental TPA before BeneCare.

This transition will not 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.

Transition Cutover Dates

Upcoming deadlines to submit to BeneCare are as follows.

- **New credentialing and re-credentialing applications:** Providers should not submit any new credentialing or re-credentialing applications to BeneCare as of the date of this bulletin. On and after February 1, 2026, providers should submit new applications to DentaQuest. Any incomplete applications, including those submitted to BeneCare, will need to be resubmitted to DentaQuest with all required information.
- **Claims and prior authorization requests:** by 5 p.m. ET Friday, January 30, 2026
- **Reconsiderations, inquiries, and voids:** by 5 p.m. ET Friday, January 30, 2026

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 through the DentaQuest provider portal. The website and portal will not be active and fully operational until that date.

Providers should not submit any claims or reconsiderations to DentaQuest that were previously submitted to BeneCare unless instructed otherwise by MassHealth.

MassHealth is committed to processing historical claims correctly. We will continue working diligently with BeneCare and providers as necessary to resolve any issues after the transition.

Upcoming Payment Schedule

Due to the financial cycle timeline, the claims payment for the first three weeks in February (February 1–17, 2026) will be for claims received and processed by BeneCare. The claim status and remittance advice for these claims will be available on the BeneCare portal.

The first MassHealth claims payments to providers for DentaQuest-processed claims will be made on February 23, 2026 (Run 100874). Starting with Run 100874 and after, claim status and remittance advice will be available on the DentaQuest portal.

The table below outlines the claims payment schedule and responsible TPA during the first five weeks after the TPA transition.

Pay Date	Run	Responsible TPA	Claims Included in Run by Receipt and Processing Date	Notes
February 2, 2026	100871	BeneCare	January 14–20, 2026	Regular weekly claims processed by BeneCare
February 9, 2026	100872	BeneCare	January 21–27, 2026	Regular weekly claims processed by BeneCare
February 16, 2026	100873	BeneCare	January 28–31, 2026	LAST BeneCare-processed claims payment. Only includes three days due to the TPA transition (anticipated to be lower than normal).
February 23, 2026	100874	DentaQuest	February 1–10, 2026	FIRST DentaQuest-processed claims payment. Includes three additional days due to the TPA transition (anticipated to be higher than normal).
March 2, 2026	100875	DentaQuest	February 11–17, 2026	Regular weekly claims processed by DentaQuest

TPA Services

As the MassHealth dental program TPA, DentaQuest will provide administrative services, including but not limited to, the following.

- Processing claims
- Recruiting new dental providers to the MassHealth dental program
- Credentialing new MassHealth dental providers, as well as recredentialing existing ones
- Providing 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

DentaQuest Provider Portal

Beginning February 1, 2026, providers can access the DentaQuest portal at MassHealth-Dental.org.

Please note: The DentaQuest website and portal will not be active until February 1, 2026. The portal will not be available for full operational functions before that date. For step-by-step instructions on logging in, registering for the portal, or resetting your password, please review the Frequently Asked Questions on the [MassHealth Dental Program Updates page](#).

Upcoming Provider Trainings & Support

To prepare MassHealth dental providers for administrative and operational transition changes, DentaQuest will host virtual training sessions and be in person at next week's Yankee Dental Congress.

You do not need to register in advance for the trainings, simply click on the link on the day and time to join the virtual training session.

If you are unable to attend, the training will be recorded and posted on the new [MassHealth Dental Program website](#). Please note the website is currently under construction and will be available on February 1, 2026.

Virtual Training Sessions

- 11 a.m. Monday, January 26, 2026 – tinyurl.com/MACHo126
- 2 p.m. Tuesday, January 27, 2026 – tinyurl.com/MACHo127
- 11 a.m. Wednesday, January 28, 2026 – tinyurl.com/MACHo128

In-Person Support & Training

The DentaQuest team will be available in person at Yankee Dental Congress from Thursday – Saturday, January 29-31, 2026, at Booth #2320.

An in-person training session will also be offered:

- 9 a.m. – 12 p.m. Saturday, January 31, 2026 – Course Code [872SL](#)

Providers are encouraged to stop by the booth with questions or attend the in-person training for hands-on support.

Future Communication

For additional updates in the coming weeks about the dental TPA transition, go to mass.gov/info-details/masshealth-dental-program-updates.

To receive future messages about this transition, please fill out this [request form](#).

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.

