



Dental Bulletin 57

DATE: March 2026

TO: Dental Providers Participating in MassHealth

FROM: Mike Levine, Undersecretary for MassHealth

RE: **Additional Information Regarding the Extension for Submitting Dental Claims and Claim Submission Requirements**

Background

Through *Dental Bulletin 56*, MassHealth temporarily extended the time limitation for providers to submit dental claims. This bulletin amends and restates *Dental Bulletin 56* to further describe the scope of impacted claims. It also introduces claim submission documentation requirements.

As outlined in *Dental Bulletin 56*, MassHealth is temporarily extending the time limitation for submitting dental claims. This extension is due to ongoing dental claims-processing issues and temporarily replaces the applicable aspects of 130 CMR 450.309: *Time Limitation on Submission of Claims: General Requirements* and 450.313: *Time Limitation on Submission of Claims: Claims for Members with Health Insurance* for timely filing.

Claim Submission Requirements

As described in *Dental Bulletin 56*, applicable claims eligible for the timely filing extension must be submitted by March 31, 2026. If resubmission is needed, certain claims will automatically be considered timely if resubmitted by March 31, 2027.

The following time limitation extensions and claim submission documentation requirements apply to dental claims resubmitted through March 31, 2027.

Primary Claims

Dental claims with Date of Service (DOS) from December 15, 2024, through January 31, 2026, will be considered timely if (1) the claims were initially submitted by March 31, 2026, as allowed by *Dental Bulletin 56*; and (2) the provider maintains the following documentation of the initial claim submission.

1. **For claims submitted electronically**, providers must maintain one of the following kinds of documentation: A, B, or C.
 - A. Clearinghouse submission acceptance report showing items i through v below:

- i. Date of claim submission;
 - ii. The date the claim was accepted by the clearinghouse;
 - iii. Payer name;
 - iv. Patient name; and
 - v. Date of Service; or
 - B. Clearinghouse portal submission confirmation screen with date and timestamp;
or
 - C. Electronic Data Interchange (EDI) transmission log and internal claim submission report showing items i and ii below:
 - i. EDI transmission log
 - a. Date of batch transmission; and
 - b. Payer ID;
 - ii. Internal claim submission report showing the claim was included in the batch.
- 2. **For claims submitted via a provider portal**, providers must maintain the following documentation.
 - A. For claims submitted via the BeneCare Dental Plans Provider Portal, the American Dental Association (ADA) claim form copy from the BeneCare Dental Plans Provider Portal.
 - B. For claims submitted via the DentaQuest Provider Portal, a screenshot of the claim status portal that shows the “Received Date” of the claim.
- 3. **For claims submitted as paper claims**, providers must maintain the following documentation.
 - A. For claims submitted via mail, the provider must maintain a
 - i. certified mail receipt or USPS tracking confirmation; and
 - ii. copy of the original claim.
 - B. For claims submitted via fax, the provider must maintain a copy of the fax confirmation that shows
 - i. date;
 - ii. time;
 - iii. successful transmission; and
 - iv. correct fax number.

Third-Party Liability (TPL) Claims

TPL claims with DOS from September 15, 2023, through January 31, 2026, that are resubmitted with the required explanation of benefit documentation will be considered timely if (1) the claims were initially submitted by March 31, 2026, as allowed by *Dental Bulletin 56*; and (2) the provider maintains the documentation of initial claim submission as described in items 1 through 3 above.

Important to Know

If MassHealth determines that a dental claim and/or the associated required documentation does not comply with the instructions in this bulletin, the claim may be considered untimely filed and/or an overpayment in accordance with 130 CMR 450.000: *Administrative and Billing Regulations*.

All MassHealth rules and regulations that do not conflict with these time limitation extensions and claim submission documentation requirements are still in effect. Unless MassHealth states otherwise, these time limitation extensions and claim submission documentation requirements do not apply to dental claims resubmitted on or after April 1, 2027.

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Questions?

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