



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
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Billing Update HSN-ALL BU-21

New Dental Third Party Administrator

The Executive Office of Health and Human Services has transitioned third-party administrators for dental services. DentaQuest will act as the third-party administrator for MassHealth, the Children's Medical Security Plan (CMSP), and the Health Safety Net (HSN) dental services as of February 1, 2026.

For more information on the transition, see the following resources:

- [MassHealth Dental Program Updates | Mass.gov](#)
- [Dental Bulletin 55](#)

Dental Prior Authorization Requirement Reinstated Beginning March 1, 2026

The [temporary suspension](#) of dental Prior Authorization requirements for HSN providers of dental services at acute care hospitals and community health centers will end on February 28, 2026. Dental services that require a prior authorization will again require PA beginning March 2026. For more information on which dental services require PA, see Exhibit A in the MassHealth Dental Program [Office Reference Manual](#).

Replacement and Void Claims Reminders

HSN claims will only be accepted and processed based on the following claim frequency codes. Use of other codes will result in claims being denied.

Bill Types:

XX1 = Admit thru Discharge Claim

XX7 = Replacement Claim

XX8 = Void Claim

Type of Bill "XX7" allows a provider to submit a Replacement Claim to adjust the original claim:

HSN does not accept replacement claims (Type of Bill “XX7”) for non-active claims. The only time a provider would send in a replacement claim would be for claims that pass both MassHealth edits and pass HSN edits, and the provider needs to change data on the claim. Claims submitted as a replacement must use the same original TCN.

Submitting a replacement claim to the Health Safety Net is necessary when there are errors or omissions in a previously submitted claim. This can include incorrect charges, clinical or procedure codes, dates of service, member information or other discrepancies. Replacement claims are necessary to rectify issues with claims that have already been processed by the HSN. It is crucial that all necessary corrections are made before resubmitting the claim to avoid receiving a duplicate claim denial.

Type of Bill “XX8” allows a provider to void the initial or replacement claim:

Submitting a void claim to the Health Safety Net is needed when a previously submitted claim needs to be eliminated in its entirety. This is typically required if the claim was completely erroneous and not appropriate for submission. It is important to follow the correct procedures for submitting a void claim to ensure that the claim is processed correctly.

To enable the void to be processed at MMIS, a provider must include the “original” ICN and the “original” TCN that was on the paid claim. Including this information will enable the void to process. Remember that when a claim is voided with a Type of Bill “XX8” that causes the claim to be completely inactive. After a claim is voided (Type of Bill “XX8”) at HSN, the provider can submit a new original claim.

NOTE:

Do not include any corrections on a void claim XX8; doing so will cause your void to fail.

FY23 Outstanding Resweeps

HSN Fiscal Year 2023 will be closed effective February 20, 2026. Any new or resubmitted claims for FY23 will be denied after February 20, 2026. If you have any FY23 claims that paid incorrectly or that you believe should have been reswept for payment, please reach out to the HSN Help Desk by February 20, 2026, with a list of such claims. In addition, any claims not yet submitted for FY2023 are subject to HSN’s Timely Filing/Billing Deadline regulations at 101 CMR 613.07(02) -(04.) As long as the Help Desk receives this information by February 20, 2026, the team can investigate. The HSN Office will still be able to run any valid resweeps after the provider Fiscal Year closure date.

For any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at HSNHelpdesk@state.ma.us.

[Information about HSN Provider Guides and Billing Updates | Mass.gov](#)
[HSN claims and payment information | Mass.gov](#)