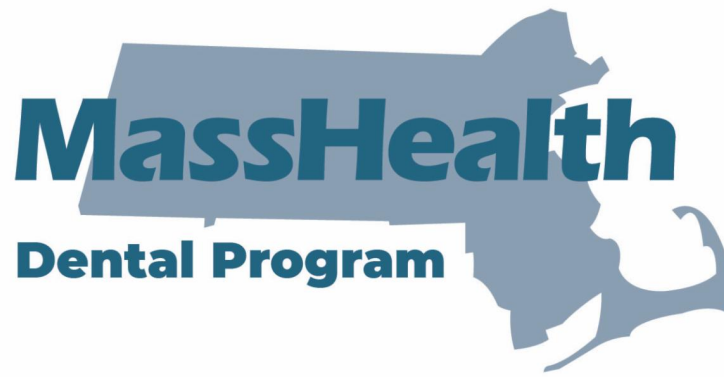




BeneCare & MassHealth 2.2.2026 Dental Update

Over the weekend, the **MassHealth Dental Program transitioned to DentaQuest as the TPA Administrator effective February 1, 2026**. Thank you for your partnership and the care you provide to MassHealth members.

This will be the final general email update that you will receive directly from BeneCare. Going forward, DentaQuest will serve as your primary point of contact and will continue providing MassHealth Dental Program support.

TPA Transition Overview

As of February 1, 2026, please visit masshealth-dental.org for MassHealth Dental Customer Service, supported by DentaQuest. Use the provider portal at masshealth-dental.org to submit credentialing and re-credentialing paperwork, claims, prior authorization requests, and related requests.

BeneCare customer service will remain available **only** for claims, prior authorization requests, or reconsiderations submitted to BeneCare on or before the transition deadline on Friday, January 30. Please reach out to BeneCare by calling 844-MH-DENTL (844-643-3685) and listen carefully to the prompts to select the correct option.

For BeneCare-processed claims and prior authorization status and remittance advice, providers can continue to access the BeneCare portal for read-only information using this direct link: providers.massdhp.com.

Additional details about the transition and related topics can be found in the sections below:

- (1) **TPA Transition Update**
 - (2) **Adjudication Remediation Plan**
 - (3) **Claims Processing & Payment**
 - (4) **Prior Authorization**
 - (5) **Portal and Customer Service**
 - (6) **Remittances**
 - (7) **Interim Payment Advances & Recoupments**
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1) TPA Transition Update

DentaQuest became MassHealth's dental program third-party administrator (TPA) on February 1, 2026.

As of February 1, 2026, please visit [MassHealth-Dental.org](https://www.masshealth-dental.org) for customer service and provider portal access, including credentialing, claims, prior authorization, and member eligibility verification.

- Transition FAQs, including initial information on further post-transition claims remediation, and other key information is available here on the [Dental TPA Transition](https://www.masshealth-dental.org) website.
- MassHealth also anticipates sharing helpful resources - such as recent Weekly Update slides and the BeneCare EOB Crosswalk - previously available on the BeneCare website, on the [Dental TPA Transition](https://www.masshealth-dental.org) website.
- You can also sign up for Dental TPA Transition email updates through [this request form](#) to stay informed.

2) Adjudication Remediation Plan

Adjudication Reprocessing Plan (ARP) claims reprocessing is in the final stages:

- The final stages of ARP, including the details of which denials are reprocessed and when you can expect claims payment by date and run number, will be communicated through the [Dental TPA Transition](https://www.masshealth-dental.org) website.
- Voids are expected to be included in the final stage of ARP, including:
 - PAs with future dates of service processed as claims
 - PAs with no date of service processed as claims
 - Duplicate payments
- *Run 100873 will be the last claims payment and remittance processed by BeneCare as outlined in the upcoming payment schedule on the [Dental TPA Transition](https://www.masshealth-dental.org) website.*

Please note that while many claims are successfully reprocessed, not all will qualify for payment. For example, a claim may receive a duplicate denial if the service was already paid or billed more than once.

We will only post reprocessed claims that qualify for payment. At this time, we are **not** posting reprocessed claims that deny again.

Further Post-Transition Claims Remediation

- Initial information on further post-transition claims remediation is available on the [Dental TPA Transition](https://www.masshealth-dental.org) website.
 - MassHealth anticipates sharing additional details and next steps on post-transition claims remediation after the transition through the [Dental TPA Transition](https://www.masshealth-dental.org) website and Dental TPA Transition [email list](#).
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3) Claims Processing & Payment Update

Starting February 1, 2026, please visit MassHealth-Dental.org to submit claims and prior authorization requests.

- Current state - claims status:
 - **This week's 2/2 claims payment (Run 100871)** will include a regular week of claims plus D1351 (wisdom teeth and remaining PHDH) reprocessed claims as part of Phase 7 of the ARP.
 - **Next week's 2/9 claims payment (Run 100872)** will include a regular week of claims plus the additional reprocessing of claims that had inaccurately denied for eligibility.
 - ****Final BeneCare-processed claims payment** is the 2/16 claims payment (Run 100873).**
 - Run 100873 will include claims received by the transition submission deadline (by 5pm on Friday January 30) that can be finalized within the shortened processing timeline.
 - Due to the transition cutover, this claims payment will include only three days for claims received before 1/30 and processed by 2/3
 - Claims submitted after the 5pm cutover deadline on 1/30 will be processed by the new administrator, DentaQuest.
 - BeneCare anticipates providing a list of any claims that cannot be finalized and require resubmission to DentaQuest on the BeneCare portal.
 - More information is expected to be shared through the [Dental TPA Transition](#) website and Dental TPA Transition **email list**
 - Please also note that due to the Comptroller's Office system upgrade, this 2/16 claims payment (Run 100873) may be issued one or two days *earlier* than usual
- Future state - claims status:
 - For an outline of the upcoming payment schedule, please visit the FAQ section of the [Dental TPA Transition](#) website
 - Starting with the 2/23 claims payment (Run 100874), please visit **masshealth-dental.org** to access the DentaQuest portal for claims status and remittance advice.

Further Post-Transition Claims Remediation

- Initial information on further post-transition claims remediation is available on the [Dental TPA Transition](#) website.
- MassHealth anticipates sharing additional details and next steps on post-transition claims remediation after the transition through the [Dental TPA Transition](#) website and Dental TPA Transition **email list**.

4) Prior Authorization Update

Starting February 1, 2026, please visit MassHealth-Dental.org to submit prior authorization requests.

- BeneCare will determine any prior authorization requests that were received by the transition deadline on Friday, January 30.
 - BeneCare cannot accept new PA or PA denial reconsideration requests after the transition deadline of Friday, January 30.
 - Providers must submit new PA or PA denial reconsideration requests as new PA requests to DentaQuest via masshealth-dental.org.

For BeneCare-processed prior authorization status, providers can continue to access the BeneCare portal for read-only information using this direct link: providers.massdhp.com.

5) Portal & Customer Service Updates

Starting February 1, 2026, please visit MassHealth-Dental.org to access the DentaQuest provider portal and contact customer service.

Please note: BeneCare customer service will remain available **only** for claims, prior authorization requests, or reconsiderations submitted to BeneCare on or before the transition deadline on Friday, January 30. Call 844-MH-DENTL (844-643-3685) and listen carefully to the prompts to select the correct option.

BeneCare Provider Portal:

The BeneCare portal will continue to be available for read-only access through September 30, 2026 at providers.massdhp.com.

- Providers are encouraged to download any necessary information for your records.
- Historical information (such as remittance advice and claims status) will not transfer to the new portal

6) Remittances

As outlined in the upcoming claims payment schedule available in the FAQ section of the [Dental TPA Transition website](#), the last BeneCare-processed claims payment will be the claims payment on 2/16/2026, Run 100873.

- **Remits for Run 100833 through 100873** will be available on the BeneCare portal.
 - **Starting with Run 100874**, remits can be found through the DentaQuest portal by visiting MassHealth-Dental.org.
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7) Interim Payment Advances & Recoupments

For continued updates and information regarding interim payment advances and recoupments, please visit MassHealth-Dental.org and the [MassHealth Dental TPA Transition webpage](#).

Requesting an Interim Payment Advance

- For more information and the option to submit a request for an interim payment advance, please use the [online form](#).

Requesting a Recoupment Change or Status Update

If you have an outstanding interim payment advance and are concerned about the impact of recoupment on your cash flow, you may complete [this online form](#) to:

- Request a **lower recoupment percentage** to ease the impact on claims payments
- Request a **higher recoupment percentage** to shorten the recoupment period
- Request a **status update** on your remaining advance balance

Thank you for your patience throughout the transition back to DentaQuest and for continuing to provide excellent care to members.

Best regards,

Provider Relations

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