



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid, Health Safety Net
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www.mass.gov/eohhs

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*****Important Health Safety Net Reminders*****

- **Dental Claim Eligibility:** DentaQuest has informed Health Safety Net that initial concerns with eligibility have been address. Providers who had concerns with eligibility on dental claims should resubmit their claims. Please consult directly with DentaQuest if you have any questions or concerns. HSN encourages providers to resubmit these claims as soon as possible so as not to delay payment.
- **Partial Dental Payments:** HSN will pay only 80% of all covered charges on a claim submitted to DentaQuest, unless the claim indicates that a patient has met their HSN deductible. This includes any and all charges, including the enhancement fee D9450 listed on a claim which are eligible for HSN reimbursement.
- **Dental Partial Anniversary Date Issue:** An issue has been identified for claims submitted through the MassHealth dental web portal for HSN partial members.
At this time the portal is not able to capture the anniversary date when a claim is submitted for an HSN partial member.
To avoid claim denials, please do not submit claims for HSN partial members through the portal. Claims for HSN partial members will process correctly if submitted via a clearinghouse partner. HSN and DQ will post an update just as soon as the issue has been fully resolved. Thank you for your patience.
- **HSN Secondary Claims:** Please remember that HSN is always the payer of last resort (please refer to 101 CMR 613.03(1)(b)). Providers MUST bill all other payers first, before billing the HSN. This includes any MassHealth programs, private insurance or other coverage that may be available for a patient. For dental claims, providers can be assured that DentaQuest will always, when appropriate, automatically bill HSN after any denials from the primary payer. Providers may not bill HSN as primary, if there are any other payers that must be billed.



- HSN Billing updates: Sent out and posted in December 2016 began to have “Warnings” posted on the HSN FER/Validation report during March. Providers should monitor these warnings, and address and correct systems if needed during the warning period. HSN will give providers ample notice of when the warnings will change to “Fatal” edits. Once the edits become fatal, the edits will effect payment of the claims. HSN has been and will continue to monitor the warnings and will continue to notify providers that have a high volume of warnings as a result of the billing updates.
- Provider who are beginning to use a Billing Intermediary (BI), or are changing to a different BI must notify the Health Safety Net Office before submitting any claims to MMIS. Failure to notify HSN of such changes will result in HSN being unable to process your facilities claims.
- If your facility has had a change of staffing, please be sure to let the Health Safety Net Helpdesk know. By letting us know, we can update our contact system, and deactivate individuals who have left your organization. Also be sure to let us know when you have new staff that will need to access INET. By completing a User Agreement (available on the HSN website) staff will gain access to the INET application they need, and will receive updates and reminders from HSN. INET agreements can be found at the following:
<http://www.mass.gov/eohhs/consumer/insurance/more-programs/health-safety-net/providers/>

Please contact Health Safety Net for questions or concerns. 800-609-7232 or HSNHelpdesk@state.ma.us