

Provider Updates

From Virtual Office Hours

July 17th, 2025



Discussion Topics

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Claims Processing and Payment

- This week's 7/14 claims payment:
 - **Includes a week of recently submitted claims**
 - **No system-wide claims reprocessing**
 - **Recoupments apply again for this week** and will continue each week moving forward until the interim advance payments have been fully recouped.
- Next week's 7/21 claims payment:
 - **Includes a week of recently submitted claims** and a fix based on **corrections to specific providers.**
 - **No system-wide claims reprocessing for all providers.**
 - **Recoupments continue to apply**



Incorrect Claim Denials

- We are aware of **incorrect denials due to inaccurate eligibility and treatment history**. We are still planning how these denials will be fixed.
- We have also heard from a few providers about other incorrect denials and claims processing issues.
 - If you believe you have claims that were **incorrectly denied for a reason unrelated to eligibility or treatment history or processed wrong**, please reach out to ProviderRequests@massdhp.com.
 - We anticipate that there will be additional remediation to fix any system-wide claim processing errors. More info to be shared in coming weeks.

****No resubmissions are needed at this time. We will notify you if needed in the future.****



Claims Outreach

- **If you are receiving low or no claims payment** and we are not already working with you to make sure that your claims are received and processed, please reach out to us directly or [fill out this form](https://forms.office.com/g/vFkY8fkCnM) so that we can assist you.

A screenshot of a web form titled "MassHealth Dental Program Help Needed with Very Low or No Claims Payment". The form has a dark blue header with the MassHealth logo. The main content area is white with blue text. It explains that as major claims issues are fixed, more providers are receiving closer to normal weekly payments, but individual outreach is still needed. It asks providers who haven't received payment or whose payment is very low, and who haven't received outreach from the BeneCare team, to fill out the form. It also mentions that information about claims submission can help and that questions are optional. A footer section with a light blue background contains a "Required" label and a numbered question: "1. Practice / Entity Name *". Below this is a text input field with the placeholder "Enter your answer".

<https://forms.office.com/g/vFkY8fkCnM>



Remittance Advice

- MassHealth remittance advice (remit) continues as a temporary workaround until BeneCare can provide the remits.
 - The remit for the 7/7 claims payment was **mailed out last week**
 - The remit for the 7/14 claims payment will be **mailed out soon**
- MassHealth is evaluating the best option for provider access to electronic remits, including potentially posting these remits on the BeneCare portal.

Please **check the portal** or **call 844-MH-DENTL (844-643-3685)** for questions about the claims status or for additional procedure detail on the MassHealth remit.

Reminder on MassHealth remit limitations: No quadrant information; Claims with more than one DOS will incorrectly show all services with the same DOS (**BeneCare has the correct information about the multiple DOS and has processed the claims as such**). BeneCare has **separate EOB reason codes** from the EOB reason codes listed on the MassHealth remit. **MassHealth and BeneCare EOB code crosswalk:** bit.ly/EOBcrosswalk.



VendorWeb

Providers can view scheduled payments and payment history

<https://massfinance.state.ma.us/VendorWeb/>

An official website of the Office of the Comptroller

VendorWeb

CTR Home Mass.Gov Contact State Agencies

[How to Use VendorWeb](#) [Home](#) [Contact](#) [FAQs](#) [Log In](#)

[MassHealth Providers](#) [Vendor Resources](#) [1099 FAQs](#)

VendorWeb

New to VendorWeb? Please see the ["How to Use VendorWeb"](#) job aid for a description of system features and instructions.

Welcome to VendorWeb. Using this website, vendors to the Commonwealth of Massachusetts can easily and quickly view scheduled payments, payment history, and tax Forms 1099. Please contact the Office of the Comptroller Solution Desk at comptroller.info@mass.gov or 617-973-2468 if you require assistance.

Vendor Login

To log in, enter your 12-digits alpha/numeric Vendor Code and last 4-digits Taxpayer Identification Number (TIN), then click "Login".

Vendor Code:

Last 4-digits TIN:

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- To log onto VendorWeb, you will need your Vendor Code and the last 4 digits of your Tax ID.
- If you need to get your Vendor Code, please call 844-MH-DENTL ([844-643-3685](tel:844-643-3685)).
- If you know your MassHealth Provider ID/Service Location (PIDSL or Payee ID), you can call 800-841-2900 to get your Vendor Code.

*Your "Payee ID" or "PAYEE NUMBER" can be found at the top of your remits. It is 9 numbers and a letter: ex. 123456789 A

Interim Payment Advance Reminder

- MassHealth continues to make payment advances **upon request** until regular claims payments resume.
 - As claims payment issues resolve for providers and payments are close to or more than historical claims payment volumes, fewer requests are being approved. However, specific providers who continue to have low to no claims payments remain eligible.
 - If your cash flow continues to be significantly impacted by claims processing issues, you have the option to request an interim payment advance using the [online form](#).

Interim payment advances will not be processed for offices with payments already estimated to be close to your historical average. We will send written notice if your request is not processed because your office payments are close to or above your historical average.



Interim Payment Advance Request



MassHealth
Dental Program

Interim Payment Advance Request

Due to the July 4th Holiday, requests must be received by Tuesday night (7/1) at 11:59PM. Requests received after this deadline will be processed for the following Tuesday 7/15.

MassHealth will continue to make interim payment advances upon request until regular claims payment advance if they have submitted claims for payment since March 15, 2025. The amount will be based on the provider's historical MassHealth payments from October 2024 through March 2025.

Payment advances will be made once a week on Tuesdays. Requests must be made by Wednesday afternoon specified.

Please complete this form to submit your request for a payment advance.

**Completion of this form one time does not establish a recurring request. If more than one request is submitted, each request must be submitted through this form. Grated requests will not be processed.

Payment advance requests must be submitted through this form. Grated requests will not be processed.

For All MassHealth Dental questions and inquiries, please reach out to MassHealth Dental (617-326-3265), or emailing ProviderRequests@massdhp.com.

The MassHealthDental@mass.gov email address will only be used for outbound messages and inquiries to BlueCare as indicated above.

When you submit this form, it will not automatically collect your details like name and email address.

* Required

1. Are you submitting a payment advance request for more than one location? *

☐ Yes, I am requesting for more than one location

☐ No, I only have one location for my request

Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the content of this form. Please do not enter sensitive information. Microsoft Forms (All) Protected surveys, quizzes, and polls. [Consider my data form](#)

The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide sensitive information.

- **Submit the form each week** that a payment advance is needed
- **Submit by Wednesday night at 11:59PM** to receive the payment advance the following Tuesday (4 business days later)
- *Forms received after the deadline will receive the advance the second following Tuesday (9 business days later)*
- **Requests must be received through the online form. Email requests will not be processed.**

<https://forms.office.com/g/mya0tHDdbp>



Interim Payment Recoupments

- Recoupments began again for 6/30 claims payments, was paused for last week's 7/7 claims payment, and begin again with this week's 7/14 claims payment. *No recoupments applied to last week's 7/7 claims payment.*
- On 6/30 and 7/14 and after, **MassHealth will recoup 33% of claims payment for each outstanding advance** that a provider has received until the full advance amount has been recouped.
- Please note that previous recoupments in May were 100% of claims payment. **MassHealth has reduced the recoupment percentage from 100% to 33% for each outstanding advance payment.**
- For more details about the recoupment process, please review the **Recoupment Job Aid** available at: bit.ly/Recoupment



Prior Authorization Update

- Service authorization decisions are available on the portal under “Claims Status” and continue to be mailed out.
- We’ve made **recent automation improvements** that are helping with the backlog by processing 1,000 more service lines per week. **Almost 9,000 decision letters were mailed out last Friday, July 11th, of which over 3,000 were orthodontic decisions.**
- Please note that we anticipate that you may receive some duplicate PA decision letters. There should not be any difference in the content or decision conveyed in any duplicate letters.

For PAs received on or after 6/23/2025, you can expect **normal turnaround times:**

- **An average of no more than 5 business days, and**
- **No more than 21 calendar days for any individual request.**



Submission Instructions

To expedite service authorization request processing:

- **Do not include future dates of service** when submitting any claims or service authorization requests.
- **Submit claims (dated) and service authorization requests (undated) separately.** When claims and service authorization requests are submitted together under one submission, this requires additional administrative steps and creates processing conflicts which may delay processing times.

Please ensure your billing teams and vendors are aware of this distinction. Submitting claims and prior authorizations separately will help expedite processing and prevent unnecessary disruptions in care or reimbursement.

- **Do not include dates of service for authorization requests on any procedure other than D8660** for orthodontic prior authorization requests.



Orthodontic Submission Instructions

- Orthodontic cases **require prior authorization**. Dentists must submit the required documentation for review for comprehensive treatment. With the exception of D8660, prior authorization requests should not include a date of service.
- **Claims** must include a date of service. These claims cannot be submitted until the service has been rendered. *Orthodontic claims will not be reviewed or paid for future dates of service.*
- **Coming Soon:** We are working on a Job Aid to provide additional clarity around orthodontic claim codes, and important distinctions for claims vs. PA requests.



Portal Update

Currently in testing

The next expected portal update: **member eligibility search by name**

Portal error preventing claims and/or PA requests from being submitted:

- Even though the member is eligible, an error message “**Invalid Member ID or Date of Birth**” displays on the portal Claim / PA Upload screen followed by the words "Please try again."
- This error is due to a misalignment between member eligibility and claims processing

Until this portal issue has been fixed, please:

1. FAX your claim to: 833-627-7347
2. Or submit your claim to EDI
3. Please **do NOT** email claims directly to BeneCare.

If you are unable to FAX or submit your claim through EDI, please request a secure email connection by emailing ProviderRequests@massdhp.com

4. You can also mail them to: MassHealth Dental Program Claims c/o BeneCare Dental Plans P.O. Box 631 Worcester, MA 01613



Portal Update cont.

- **Eligibility accuracy and reliability remains a priority issue.**
 - We are continuing work to remediate eligibility issues as soon as possible.
- **The portal now shows the Paid status for claims.**
 - Please note that there is about a 1-week lag in the portal status being updated to "Paid" after the claims payment has been issued.
- **Quadrant detail may not display properly** and is currently under investigation.



Customer Service Update

- We are continuing to work to improve our call wait times.
- Our call wait times for the week of July 7th – 11th were about 7 minutes, with longer wait times typically in the morning.
- Providers can also continue to call MassHealth's customer service line at 800-841-2900 for member eligibility information.
 - Note: MassHealth customer service can only answer questions about member eligibility, not claims, prior authorization requests, or other items. Please continue to call BeneCare's customer service center for this information.



Contact Information

- **For MassHealth Dental questions and inquiries**, please reach out to MassHealth Dental Customer Service by visiting massdhp.org, calling 844-MH-DENTL (844-643-3685), or emailing:
 - For General Inquiries, CustomerService@massdhp.com
 - For Claims, Claims Payments, Copies of Remits, Benefits, Eligibility, ProviderRequests@massdhp.com
 - For Contracting, Credentialing, Training, Education, ProviderRelations@massdhp.com
- The MassHealthDental2@mass.gov email address will only be used for outbound messages and is **no longer monitored**.



UPDATED

Provider Relations Team: Contact Information

Brianna Jones

E: brianna.jones@massdhp.com

P: 774.351.2718

Lower Berkshire County, **Essex County**,
Hampden County, Hampshire County, and
Worcester County

Towns in lower Berkshire County: Alford, Becket,
Egremont, Great Barrington, Lee, Lenox, Monterey,
Mount Washington, New Marlborough, Otis,
Richmond, Sandisfield, Sheffield, Stockbridge,
Tyringham, Washington, and West Stockbridge

Nataly Santos

E: nataly.santos@massdhp.com

P: 508.972.0028

Upper Berkshire County, Franklin County,
Middlesex County, and **Norfolk County**

Towns in upper Berkshire County: Adams,
Cheshire, Clarksburg, Dalton, Florida, Hancock,
Hinsdale, Lanesborough, New Ashford, North
Adams, Peru, Pittsfield, Savoy, Williamstown, and
Windsor

Melissa Overton

E: melissa.overton@massdhp.com

P: 774.425.7694

Barnstable County, Bristol County, Dukes
County, Nantucket County, Plymouth
County, and **Suffolk County**

General Inquiries:

CustomerService@massdhp.com

Claims, Claims Payments, Copies of Remits, Benefits, Eligibility:


ProviderRequests@massdhp.com

Contracting, Credentialing, Training, Education:

ProviderRelations@massdhp.com

Provider Email List Sign-up Link

[HTTPS://SURVEY.MASSDHP.ORG/1](https://survey.massdhp.org/1)



Provider Mailing List

Provider Information
Enter the following information.

First Name*

Last Name*

Email*

Weekly Virtual Office Hours

****NEW DAY****

Office hours will now be held **Thursdays from 12 – 1PM.**

- **Zoom Schedule Update:**

- The Zoom link will stay the same.
- The Zoom calendar has been updated to reflect the change from Wednesdays to Thursdays.

- **Thank You:**

We appreciate your continued participation and engagement!

To register and see previous slides, please visit the **Provider News and Updates** page at massdhp.org/dental-providers/provider-news-and-updates

Q & A

THANK YOU!