



BeneCare & MassHealth 8.25.25 Dental Update

We sincerely apologize for the continued disruption. Unfortunately, eligibility data was not refreshed over the weekend, and the system fix has been further delayed. We understand the impact this has on your operations and are working urgently to resolve the issue.

Our team continues to prioritize accurate and reliable eligibility functionality to support accurate claims processing and the remediation of previously processed claims. We appreciate your patience and partnership as we work toward a resolution.

Holiday Office Closure Announcement

BeneCare and MassHealth offices and call centers will be closed on Monday, September 1st in observance of the Labor Day holiday. As a result, our weekly Provider Updates email will be sent on Tuesday, September 2.

As we look toward corrective actions for other outstanding items, BeneCare and MassHealth have partnered to develop a high-level timeline to remediate the outstanding priority issues that continue to impact your business. You will see these outlined within each section below:

- (1) claims processing – including an adjudication remediation plan outline
- (2) prior authorization
- (3) portal and customer service
- (4) remittances
- (5) payment advances
- (6) recoupments – including the option to pause interim payment advance recoupment
- (7) helpful reminders – please be sure you have reviewed the ORM updates which were published on August 14.

1) Claims Processing & Payment Update

- Current state - eligibility and claims reprocessing:
 - Pending successful testing, the eligibility fix will be deployed to production.
- Next steps - eligibility refresh and claims reprocessing:
 - Once the refreshed eligibility data upload takes place, reprocessing of claims will begin in accordance with our Adjudication Remediation Plan, including:
 - Reprocessing of claims that had been previously denied based on eligibility inaccuracies.
 - Please be aware, you may see denials on claim lines that were previously approved as these will reprocess as duplicates.
 - Bulk reprocessing for claims with CPDT codes that had been misconfigured within the BeneCare system will also begin.
 - Ingesting claims that had been incorrectly adjudicated due to a combination of processing errors (i.e., eligibility + treatment history)
 - Root cause errors on dental code D8999 which have been remediated and tested will also be pushed into production.
 - Void and resubmission of claims that were paid using incorrect reimbursement amounts.
- Current state - claims status:
 - This week's 8/25 claims payment (Run 100848) includes a week of recently submitted claims as well as a backlog of auto-adjudicated claims submitted to DentalExchange (DXC) with electronic attachments dating back to early May. Backlog DXC claims with electronic attachments that require manual processing will be included in future payments.
 - Recoupments continue to apply for this week's 8/25 claims payment, except for providers who requested a recoupment pause before the 8/15 deadline. Providers with a processed pause request will not have recoupments through the claims payments made on October 13, 2025 (Run 100855). For more information on recoupments, see Section 6 below.
 - We are aware that some claims are currently denying in error due to a combination of eligibility discrepancies, internal coding issues, and gaps in treatment history logic. We are actively testing and troubleshooting to resolve the eligibility-related issues. the upcoming eligibility refresh is a critical first step toward resolving these issues.
 - Testing continues to solve the root cause of widespread issues with dental code **D8670**, but will also move to production once testing is completed.
 - In addition, reporting has shown issues with the following codes which required retrospective analysis of claims denied incorrectly (largely due to eligibility) and/or paid incorrectly. These will also be reviewed and reprocessed as part of the adjudication remediation plan. These codes

include: D0140, D0190, D1351 and D9450.

- Next steps - claims status:
 - Next week's 9/2 claims payment will include a week of recently submitted claims.
 - Vyne submissions are also being investigated and direct outreach to potentially impacted providers was made at the beginning of this month.
 - We continue to work through some provider-specific claims issues and are reaching out to those providers directly. Individual outreach and problem-solving continues to assist providers who continue to receive low or no claims payment.
 - **Please Note: BeneCare uses a HIPAA-compliant, secure email platform called Barracuda. Please monitor your SPAM and Junk folders for emails sent to you through this secure platform and add Barracuda to your known senders to ensure that you don't miss these important emails.**
 - If you haven't already received outreach from the BeneCare team and you either haven't received any claims payment or your payment remains very low **due to something other than the already known eligibility or configuration**, please fill out [this online form](#) so that we can assist you.
 - In addition to eligibility and treatment history remediation, we anticipate that there will be additional remediation to fix any system-wide claim processing errors. Careful planning is in progress to ensure auto-adjudication and reprocessing begin as efficiently as possible once the eligibility fix is implemented and our claim system is synchronized with the Portal.

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

2) Prior Authorization Update

- Current state:
 - PA decisions are available on the portal under "Claims Status" and continue to be mailed out.
 - Please note the important distinctions between benefit determination letters:
 - **PA letters will not show service dates** next to service line detail.
 - **Claim, or EOB letters will show service dates** in the first column of each claim line in the detail on the back of the letter.

Claims letters are followed by remit letters which are currently being sent by MassHealth.

- BeneCare continues to stay current with PA processing and is working to process newly identified backlogged PA requests.
 - A backlog of PA requests submitted to DentalExchange (DXC) with electronic attachments dating back to early May have been received and manual processing has begun.
 - Vyne submissions are also being investigated.
- For PAs requests received on or after 6/23/2025, BeneCare is processing the PA requests with normal turnaround times:
 - An average of no more than 5 business days, and
 - No more than 21 calendar days for any individual request.

Please see below for important clarifications on service authorization request submissions to expedite processing times. To avoid processing issues, please follow these guidelines:

PA requests (non-orthodontic):

- **Prior authorizations must be submitted separately** for procedures that require approval before treatment and must **not** include a date of service.

****Prior authorization requests that include a date of service may be incorrectly processed as claims.****

- Conversely, **claims must include a valid date of service** and should only include procedures already rendered. **Submitting claims with future dates of service will delay claims review.**
- Submit prior authorization requests and claims separately. When both are included on the same submission, it creates processing conflicts and may result in delays or denials.

Orthodontic Prior-Authorization & Claim Payment:

- Orthodontic cases **require prior authorization**. Dentists are to submit the required documentation for review for comprehensive treatment.
- **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.**

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

As previously communicated, BeneCare's system processes orthodontic PA requests and claims differently than the previous administrator. As such, **the ORM has been updated to outline the orthodontic prior authorization submission process to align with the BeneCare system and to make it simpler for providers.**

- Please refer to the ORM Update Summary, updated ORM, and the new Orthodontic Job Aid by clicking the links below:

- [ORM Update Summary](#)
- [Ortho Job Aid](#)

Updated ORM

3) Portal & Customer Service Updates

- Current state - portal:
 - As mentioned above, the validated eligibility data upload is a pivotal first step in providing you with reliable, accurate eligibility data.
 - BeneCare has enabled key updates that have restored Claim Status functionality and improved timely processing.
 - **The portal is now responding much faster across all functions.**
- A portal error is preventing some 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 Claim / PA upload screen followed by the words "Please try again."
 - This error is due to a misalignment between member eligibility and claims processing.
 - If you cannot submit a claim or PA request in the portal due to this error, please:
 1. FAX to: 833-627-7347, or
 2. Submit to EDI, or
 3. Mail to: MassHealth Dental Program Claims
c/o BeneCare Dental Plans
P.O. Box 631. Worcester, MA 01613

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

- Portal updates:
 - The portal now shows more up-to-date Paid status for claims and service authorization requests that have been processed. 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 which has been investigated. A Quadrant Detail Job Aid is being developed to address

the inconsistencies with submissions, review, and reporting.

- Current state – customer service:
 - BeneCare saw above average wait times again for the week of August 18-22.
 - Additional team members began onboarding and training last week.
 - 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.)

4) Remittances

- Current state:
 - MassHealth continues to mail remits on a weekly basis.
 - MassHealth remittance advice (remit) will continue to be used as a workaround until BeneCare can provide the remits. MassHealth is currently working with BeneCare to get providers access to the electronic remits through the BeneCare provider portal.
 - At the beginning of June, MassHealth EOB reason codes became available. As previously communicated, please [click here](#) to refer to the crosswalk provided as BeneCare has separate EOB reason codes from the EOB reason codes listed on the MassHealth remittance advice.
 - Providers will need to 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.
- VendorWeb:
 - Last week, VendorWeb posted an ALERT to notify users that the portal was down.
 - Payments are processing as usual, but the payment files after July 30 are temporarily unavailable.
 - If you need payment information, please call 844-MH-DENTL (844) 643-3685 or email ProviderRequests@massdhp.com
 - Job Aid: [How to Use VendorWeb](#)
 - 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](#)). 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
- Next steps:
 - MassHealth will continue to mail remits until providers can be set up with access to the electronic remits through the BeneCare Portal.

Access VendorWeb

5) Interim Payment Advances

- MassHealth will continue to make interim payment advances upon request for providers who payments are below their historical claims payment volumes.
- As claims payment issues resolve and payments have returned to historical claims payment volumes for most providers, 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 be made once a week typically on Tuesdays. Requests must be received by Wednesday night before 11:59pm using the [online form](#).
- **Note that due to the Labor Day holiday, advances approved this week will reach providers on Wednesday, September 3rd.**
- **Submit the online form each week** that a payment advance is needed.
Interim payment advances are issued in 2-week amounts and therefore not generally approved in 2 subsequent weeks.
- **Requests must be received through the online form. Email requests will not be processed.**
- **Requests are not recurring.** If more than one request is needed, your office must make a separate request each week.
- Duplicate or incomplete requests will not be processed. Requests that are received in the same week are considered duplicates and will not be processed.
- **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 up to your historical average.

6) Recoupments

Important Update: To help ease the financial burden caused by delays in resolving claims processing issues, MassHealth is offering the **option to temporarily pause the recoupment** of interim payment advances **for up to eight weeks**.

Pause period: The recoupment pause is available for eight weeks, beginning with claims payments made on August 25, 2025 (Run 100848) through claims payments made on October 13, 2025 (Run 100855).

What it means: If you choose this option and submit a pause request, no interim payment advance amounts will be recouped from your claims payments during this time.

***If no action is taken and you do not submit a pause request, recoupments will continue to apply to your claims payments until the advance amount has been fully recouped.*

How to request: Please [complete this online form](#) to request a pause in your interim payment advance recoupment. Requests received before 12:00pm (noon) on Friday will be processed in time for the second claims payment after we receive it (approximately 6 business days after the Friday deadline) and remain in effect through the October 13, 2025 (Run 100855). *Requests received after the Friday noon deadline will be applied to the next claims payment cycle and remain in effect through October 13, 2025 (Run 100855).*

If a pause request has already been submitted, no further action is required .

Approved pause requests will remain in effect through October 13, 2025 (Run 100855), and do not require weekly resubmission. *Duplicate or incomplete requests will not be processed.*

- For more details about the recoupment process, please see this [Recoupment Job Aid](#).

7) Helpful Reminders

Virtual Office Hours Reminder

- Weekly Virtual Office Hours **will be held each week on Thursdays from 12-1pm**. Please note that we've changed to Thursdays instead of Wednesdays
- Please **register here**.
- The purpose of the Virtual Office Hours is to provide an opportunity for the Provider Relations team to share updates, clarify information, and review or revisit material that has been communicated. **Our goal is to work together constructively to ensure communication remains helpful and collaborative.**
- Slides from previous Virtual Office Hours are available here: [Providers News](#)

[and Updates](#)

ORM Reminder

- You will find the recently updated Office Reference Manual (ORM) here: massdhp.org/orm/
- **The ORM and benefit grid was updated effective August 14** to reflect changes in policies, procedures, and regulations. Please refer to the updated benefit grid in Appendix A of the ORM.
 - If you downloaded the prior ORM, please be sure to discard the prior version and replace it with the updated documents from 8/14.
 - *Please note: If the ORM does not display 'Published August 14, 2025' on the first page, try clearing your website cookies and refreshing the page.*

Frequently Asked Questions

- As always, please bookmark the [Provider FAQ page](#) as new questions and updates are reflected here for your convenience.

For ALL 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 ProviderRequests@massdhp.com.

Thank you for your commitment to providing excellent care to members, and for your patience and perseverance during this transition.

Sincerely,

Provider Relations

MassHealth Dental Program | P.O. Box 612 | Worcester, MA 01613 US

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