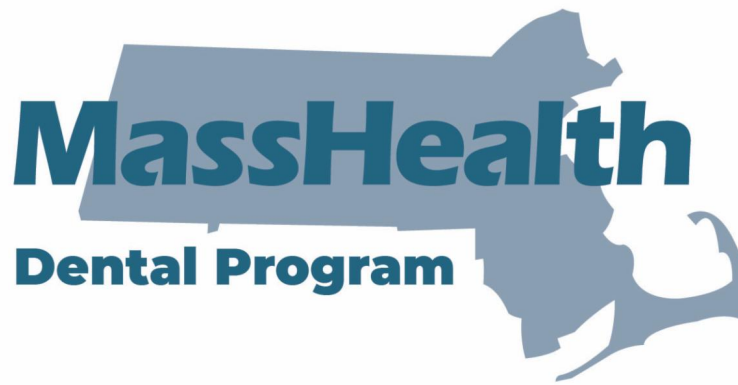




---

## BeneCare & MassHealth 10.6.25 Dental Update

---

### Dental Third-party Administrator (TPA) Transition Announced:

As communicated last week, MassHealth's Dental TPA will be transitioning back to the prior administrator in early 2026.

BeneCare will continue to provide services as our Dental TPA through the transition period. MassHealth is committed to correctly processing all claims and service authorizations and will be working hard with BeneCare and providers over the next few months.

- Moving forward, MassHealth will communicate directly with dental providers regarding the Dental TPA transition, including more details about timing.
- To learn more about the transition and to sign up for future transition emails, please visit the new [Dental TPA transition webpage](#).

This email communication will remain solely to communicate ongoing operational updates and instructions on processes and procedures already underway with BeneCare.

---

### Important reminders:

- **An updated Office Reference Manual (ORM) is now available.** You can learn more about the updated ORM in Section 1 below.
- Upcoming holiday schedule changes for next week:
  - **Monday, October 13** - Massachusetts state holiday, however, **BeneCare offices will remain open.**
  - **Tuesday, October 14** - Claims payment (Run 100855) and weekly email update will be issued (1 day later than usual)
  - **Wednesday, October 15** - Approved interim payment advances issued (also 1 day later than usual).
- **The Adjudication Remediation Plan is being finalized and will be shared**

**soon.** Reprocessing is expected to start first with fixing incorrect denials due to inaccurate eligibility.

MassHealth and BeneCare are working together to prioritize the issues and items that continue to impact your business. You will see these outlined within each section below:

- (1) Office Reference Manual (ORM) – *updated as of October 2, 2025*
- (2) Claims processing – *timely filing limit further extended; 1-day holiday delay in claims payment next week (Run 100855 issued by Tues., 10/14)*
- (3) Prior authorization – *prepayment claim review indefinitely delayed except for multiple crowns for adults*
- (4) Portal and customer service
- (5) Remittances - *VendorWeb payment information available again*
- (6) Payment advances – *1-day holiday delay next week; approved interim payment advances will be issued Wed., 10/15*
- (7) Recoupments – *optional recoupment pause extended through the claims payment on January 5, 2026 (Run 100867)*
- (8) Virtual Office Hours discontinued
- (9) Helpful reminders

---

## 1) Updated ORM Now Available

- Office Reference Manual (ORM) updated as of October 2, 2025
  - MassHealth has updated the ORM to include guidance for the indefinite **delay of prepayment claim review** (except for multiple crowns for adults) and **further extension of timely filing to 345 days through March 31, 2026.**
- Please refer to the ORM Update Summary and updated ORM by clicking the links below:
  - [ORM Update Summary](#)
  - [massdhp.org/orm/](https://massdhp.org/orm/)
- **The benefit grid was also updated. Please refer to the updated benefit grid in Appendix A of the ORM.**
- If you downloaded the prior ORM from 8/14, please be sure to discard the prior version and **replace it with the updated documents from 10/2**
- Please note: If the ORM does not display 'Published October 2, 2025' on the first page, try clearing your website cookies and refreshing the page.

---

## 2) Claims Processing & Payment Update

---

As a reminder, please continue submitting claims, prior authorization requests, and all other routine operational tasks through BeneCare until further instructions are provided regarding the transition.

- Further timely filing extension
  - MassHealth has **further extended the timely filing limit to 345 days through March 31, 2026.**
  - This change is reflected in the updated ORM as mentioned above.
  - **Please note that our claims system was recently updated to reflect the extended timely filing limit.** As of 9/26/2025, claims are now processing with the updated 345-day timely filing limit through 3/31/2026. Any incorrect timely filing denials prior to this update will be part of the system-wide Adjudication Remediation Plan.
- Current state - eligibility and claims reprocessing:
  - We fully share the urgency to resolve outstanding payments and are committed to doing so with accuracy and reliability, while minimizing administrative impacts to our provide partners. Each step in the operations planning for reprocessing is done with consideration and balancing these key priorities.
  - Here's an update on our progress:
    - **Claims reprocessing** will follow our **Adjudication Remediation Plan.**
    - We've **begun testing the plan's logic and coding elements** to ensure all issues are fully addressed before implementation.
    - We will **share a timeline once testing is complete** and implementation phases are finalized.
  - At a high-level, Adjudication Remediation includes:
    - Reprocessing claims that had been previously denied based on eligibility inaccuracies.
    - Reprocessing claims that have been denied incorrectly as duplicates.
    - Reprocessing claims with CDT codes that had been misconfigured within the BeneCare system.
    - Reprocessing claims that had been incorrectly adjudicated due to a combination of processing errors (i.e., eligibility + treatment history)
    - Void and resubmission of claims that were paid using incorrect reimbursement amounts.
- Current state - claims status:
  - This week's 10/6 claims payment (Run 100854) and next week's 10/14 claims payment (Run 10855) include a week of recently submitted claims.
  - Please note that Run 100852 was the first claims payment processed with updated eligibility data.
  - We are actively investigating **an issue with claims submitted through the provider portal that is causing incorrect eligibility denials.** We began contacting impacted providers last week and will continue to reach out directly.
  - Recoupments continue to apply, except for providers who requested a recoupment pause. For more information on recoupments, see Section 7 below.
- Next steps - claims status:
  - 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.

- 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.

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

---

## 3) Prior Authorization Update

---

- Important prepayment claim review update:
  - In response to provider concerns on continued transition delays and disruptions, **MassHealth is indefinitely delaying implementation of prepayment claim review**, except for multiple crowns delivered on the same date of service for members 21 years and older.
    - Prepayment claim review requirements remain effective for members 21 years or older when more than one crown is delivered on the same date of service, for dates of service on or after 04/01/2025.
    - Additional prepayment claim review requirements will not go into effect for the indefinite future.
  - As noted above in Section 1, the ORM was updated last week with this new guidance.
- Current state:
  - PA decisions are available on the portal under "Claims Status" and continue to be mailed out.
    - If you have not received your PA decisions in the mail, please let us know by sending an email to [Provider Requests](#) with **"LETTER REQUEST" in the subject line and provide claim information and practice mailing address.** The claims team will resend the PA by mail. *\*\*If you need to send patient information, please request a secure email connection from our Provider Requests team.\*\**
  - Please note the important distinctions in 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.

*\*\*Receiving a letter with a service date means that the procedure line was processed as a claim and not a PA request. \*\*.*

- There was an issue with DentalXChange (DXC) and Vyne submissions with electronic attachments. DXC and Vyne submissions with electronic attachments are now being received and processed correctly.
- The DXC backlog is complete and the Vyne PA request backlog remains a work in progress.
- Some PA requests from April and May that were not submitted through DXC or Vyne have not been processed. Our initial investigation indicates that these pending PA requests are missing documentation. We're actively working on a solution and will share next steps soon, including any provider action if needed.
- As a reminder, standard PA request turnaround times are:
  - An average of no more than 5 business days, and
  - No more than 21 calendar days for any individual request.

**If you have a pending PA request that is older than 21 days old** please email [ProviderRequests@massdhp.com](mailto:ProviderRequests@massdhp.com) with "PA" in the subject line to request a secure email connection.

- **Reminder:** Only send patient information through secure email. You can send information through the secure email connection once sent by Provider Requests.

---

## 4) Portal & Customer Service Updates

---

- Current state - portal:
  - The security update was successful uploaded over the weekend. Thank you again for your patience and understanding during the downtime period that was necessary to support this important upgrade.
  - **CMSP Accumulator issue:** We are aware of an issue affecting both the portal display of the CMSP \$750 SFY remaining balance and claims processing. Our team is actively working to resolve this issue and a fix is being tested.
    - For CMSP Accumulator / remaining balance information, please call 844-MH-DENTL (844) 643-3685.
  - Despite the eligibility fix, 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](mailto: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.
  - Quadrant detail entry requirements were a topic of discussion recently during [Virtual Office Hours](#). Please click on the link for an overview of quadrant detail on slides 22-23.
    - Please note that quadrant-based codes such as **D4341** and **D4342** require valid quadrant information for processing. Missing quadrant detail will delay processing.
- Current state – customer service:
  - On average, calls are being answered in 10-15 minutes.
  - While call volume remains higher than anticipated, we're actively working to reduce wait times by fully staffing our team and expanding cross-training to improve responsiveness. We will continue to work on improving call wait times through staffing improvements.
  - 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.)

---

## 5) Remittances

---

- Current state:
  - MassHealth remits are being sent to BeneCare in a PDF format. Accessing remits via the Provider Portal is being tested. We will keep you informed and provide an update as soon as the PDF remits become available through the Provider Portal.
  - **To request a missing remit**, please email [ProviderRequests@massdhp.com](mailto:ProviderRequests@massdhp.com) with "REMIT REQUEST" in the subject line, and include your tax ID or NPI, name of office, and address along with the run number of the missing remit or date needed.
  - As a reminder, the MassHealth remit has separate EOB reason codes from BeneCare. A crosswalk is [available here](#).
  - Some providers have reported examples of denied claim lines with the MassHealth EOB reason code 9918 that indicates a paid claim line. This issue is under investigation.
  - 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:
  - VendorWeb reports that payment information has now been restored. You should now be able to see all payment information, including future and past - except for 7/31/2025 and 8/18/2025.
    - If you need payment information for 7/31/2025 or 8/18/2025, please email the CTR Solution Desk at [comptroller.info@mass.gov](mailto:comptroller.info@mass.gov) or call 617-979-2468.
  - For more information on VendorWeb, please refer to the Virtual Office Hours slides or visit: [How to Use VendorWeb](#)

Access VendorWeb

---

## 6) Interim Payment Advances

---

- **Upcoming holiday schedule change:** Approved interim payment advances will be issued on Wednesday, 10/15 instead of Tuesday, 10/14 due to next week's holiday schedule.
- 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.
- For more information and the option to submit a request for an interim

Request a Payment Advance

---

## 7) Recoupments

---

**Important Update: MassHealth is extending the optional recoupment pause through the claims payments made on January 5, 2026 (Run 100867)**

*If your recoupments are already paused, this extension will be applied automatically - no action is required and you do not need to submit a new pause request.*

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.

**Pause period:** The recoupment pause is available through claims payments made on January 5, 2026 (Run 100867).

**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 January 5, 2026 (Run 100867). *Requests received after the Friday noon deadline will be applied to the next claims payment cycle and remain in effect through January 5, 2026 (Run 100867).*

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

Approved pause requests will remain in effect through January 5, 2026 (Run 100867), and do not require weekly resubmission. *Duplicate or incomplete requests will not be processed.*

- For more details about the recoupment process, please see the Recoupment Job Aid available on the [Dental Provider Toolkit](#) page. *\*\*Please note that this Job Aid will be updated shortly with the optional recoupment pause extension information.\*\**

---

## 8) Virtual Office Hours discontinued

- While Virtual Office Hours have been cancelled until further notice, BeneCare is committed to providing the support you need.
- If you have questions or need support, call 844-MH-DENTL (844-643-3685), email [ProviderRequests@massdhp.com](mailto:ProviderRequests@massdhp.com), or reach out to your Provider Representative.
- We plan to continue posting slides summarizing the information shared in the weekly email updates. However, there will no longer be an accompanying live Zoom session or Q&A.
- Slides from previous Virtual Office Hours are available here: [Providers News and Updates](#). New Weekly Update slides will also be posted on the Provider News and Updates webpage.

---

## 9) Helpful Reminders

---

Don't miss these important updates.

### New Portal Feature

- A **NEW feature** has been added to the Provider News & Updates page on [massdhp.org](http://massdhp.org). Our weekly email updates will now be readily available for your reference.
- This email and other recent Provider Update email communications have been saved as pdfs and uploaded here: [Provider News and Updates](#)
- Scroll to the bottom on the page and click on the image to open the email update you may have missed.

### Barracuda Secure Email Platform

**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.

### Important clarifications on service authorization request submissions

To avoid processing issues and expedite processing times, 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.

## Frequently Asked Questions

**\*NEW\***

- **Q:** Are Remits issued in sequential order? And does a skipped number indicate a missing remit?
- **A:** Yes. Remits are numbered sequentially using a Run Number that increases each week. For example, the Run Number for the claims payment issued on Monday, 10/6 is 100854, following the previous week's Run Number of 100853.  
If a Run Number appears to be skipped, it may indicate that the Remis is missing OR that the provider did not receive a claims payment for that week - in which case a Remis is not generated.
- 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](https://massdhp.org), calling 844-MH-DENTL (844-643-3685), or emailing [ProviderRequests@massdhp.com](mailto: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

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!