



Helpful Reminders

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 ProviderRequests@massdhp.com.



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 email platform and add Barracuda to your known senders so that you don't miss important emails.

Important MassHealth Dental Resources

1. **Sign up for the MassHealth Dental email list** - For the latest updates on daily operations and system-wide reprocessing Adjudication Remediation Plan, please sign up for the [MassHealth Dental email list](#). This list is managed by BeneCare and allows multiple email addresses.
 - There is a separate email list for updates on the upcoming February 2026 dental administrator transition back to DentaQuest. To learn more and sign up, please visit [this page](#).
2. **Provider News and Updates** - Please visit the Provider News and Updates page for the latest updates in both email and slide presentation formats.
 - To view any recent email updates that you may have missed or wish to review again, scroll to the bottom of the Providers News and Updates page then click on the image to open and view.
3. **MassHealth Dental Office Reference Manual (ORM)** - The ORM is an important resource designed to assist dental providers and their teams in understanding the MassHealth Dental Program. It provides key information on covered services, claim submission, and other important policies and procedures. The ORM is regularly updated to reflect changes in policies, procedures, and regulations, so please check back frequently for the most current information.
 - The ORM was most recently updated as of October 2, 2025. An ORM Update Summary is [available here](#).
 - If you previously downloaded the prior ORM, please be sure to discard the prior version and replace it with the updated version 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 website to view the correct version.



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4. **MassHealth Dental Provider FAQs** - Helpful answers to address common questions and concerns, offering quick guidance and clarity on important topics. Please bookmark the Provider FAQ page as new questions and updates are reflected here for your convenience.
 - If you haven't checked recently, two new FAQs were added in late December.
5. **Benefit Determination Letter Distinctions** - 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.
6. **MassHealth Dental Provider Toolkit** - Collection of important resources, tools, and information to support dental providers. It offers easy access to guidelines, forms, updates, and other key materials needed for efficient and informed practice.
 - [Orthodontics Job Aid: Submission and Documentation Requirements](#)
 - [Recoupment Job Aid – updated 12/29/2025](#)
 - [Service Authorization Letters Job Aid](#)
 - [Claim EOB Reason Code Crosswalk](#)
 - [Reason Codes and Descriptions](#)
 - [Reconsideration Request Form](#)
7. **Oral health literacy materials** are available to share with providers, dental offices, and community partners to help promote member education. These can be found on the massdhp.org site:
 - [Children's Oral Health | BeneCare MassHealth](#)
 - [Healthy Mouth Tips for Teens and Adults](#)