



MassHealth
Dental Program

MassHealth Dental Program 2.0

February 1, 2025

BeneCare[®]
DENTAL PLANS

Course Objectives

Overview

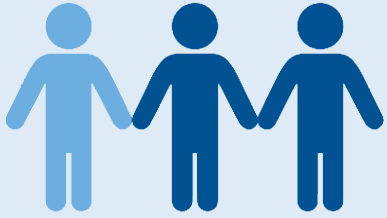
Key Objectives

- Learn about the MassHealth Dental Program
- Discuss the upcoming change in administration
- Discover new resources available to providers
- Highlight key changes for providers in 2025
- Opportunity for Questions & Answers

MassHealth Dental Program

Overview

MassHealth Dental Program



The **largest dental program in Massachusetts**, covering almost 1 out of every 3 residents.



Mission to ensure **equitable access** and to **improve the oral health of all MassHealth members.**



New MassHealth Dental Administrator



Anticipated operational start:

April 1, 2025

Visit the Provider FAQs website to stay informed and sign up for the email list

For Provider FAQs:



FAQ.massdhp.org





MassHealth sets the policies, procedures, and clinical guidelines for dental services



BeneCare implements the policies, procedures, and clinical guidelines set by MassHealth



About BeneCare

Overview

New Administrator



Established in 1979 by licensed, practicing dentists.

Clinical oversight by MA licensed, practicing dentists.

Current administrator of the Connecticut Dental Health Partnership Program since 2008.

What is a TPA?

A third-party administrator (TPA) is a company that contracts with MassHealth to perform administrative tasks for specific programs.

As the new MassHealth dental TPA, BeneCare Dental Plans will:

- Process claims
- Provide customer support
- Comply with regulations
- Engage members
- Facilitate resources for providers

BeneCare & MassHealth Partnership



Focused on the unique oral health needs of members



Local Customer Service office in Worcester, MA



Staff with deep experience in MA dental office operations



Enhanced member and provider support services



Double the number of dedicated community-based Provider Representatives



New, dedicated dental community-based Care Coordinators

MassHealth Dental Program

Administrative Structure

Provider Relations

Professional Support

- Director of Professional Networks
- 4 Dental Practice Specialists
- 4 Administrative Support Personnel



Contract & Credentialing

- A credentialing team to help you navigate the process.

Panel Management

- Active management of patient panel

Training & Operations

- Enhanced Provider Manual
- Operational Support

Provider Support Tools



Provider Capability & Preference Survey



Accepting New Patient Status



Missed Appointment

Training & Staff Education



Trainings for process, documentation requirements and other operational needs



Drives office efficiency



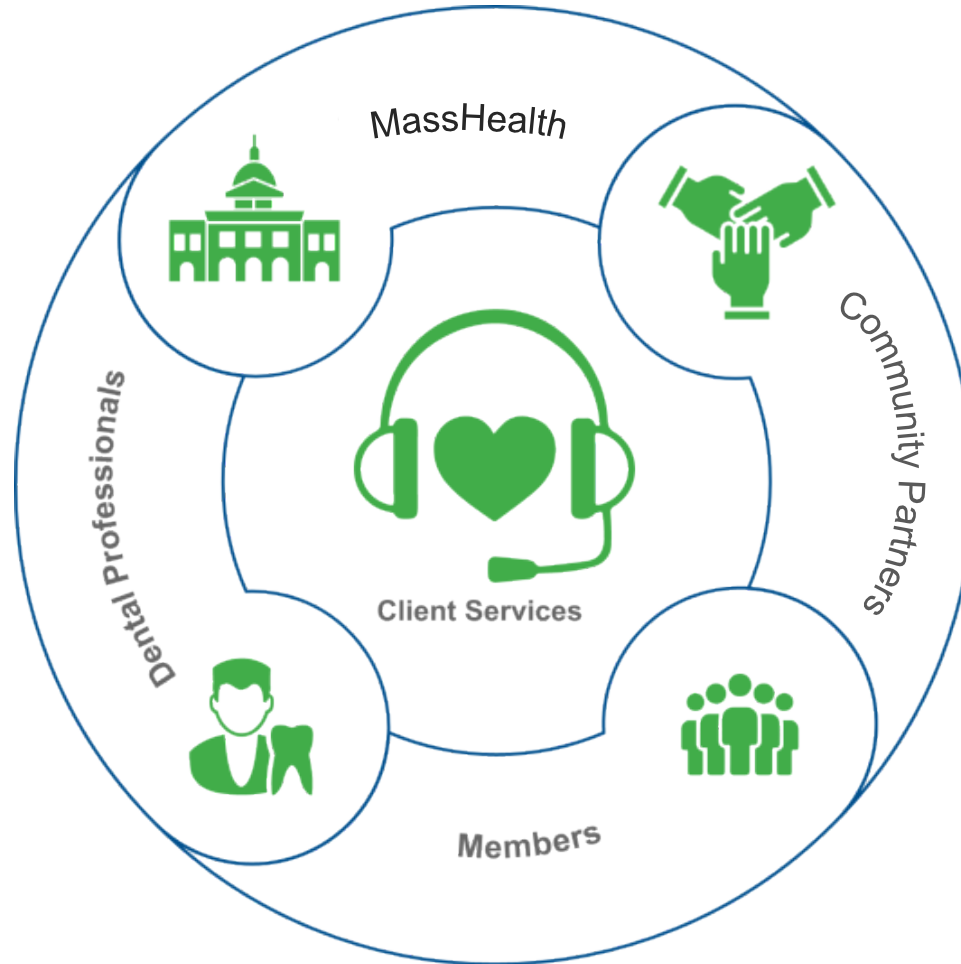
Improved web-based tools



Industry standard clearinghouse & associated processes

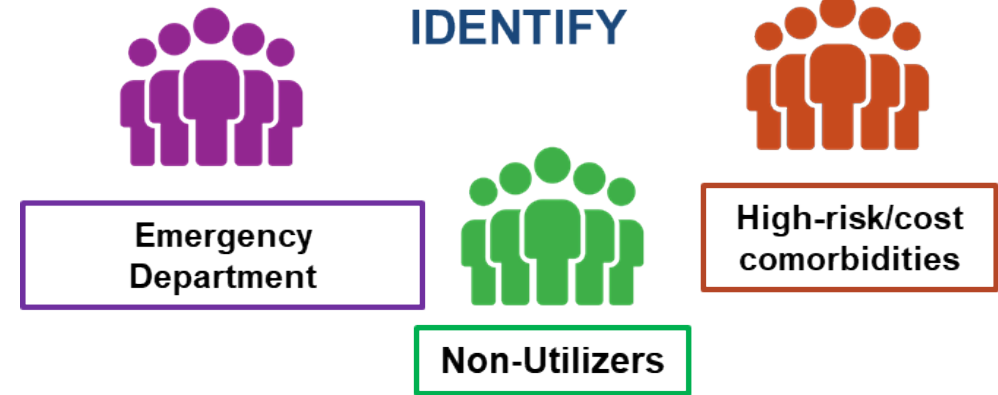
Constituent Services

- Member Services
- Provider Services
- Claims Examiners
- Grievance & Appeals



- Worcester, MA Call Center
- 360-Degree View
- Dental Proficiency
- Fast Average Speed to Answer
- First Contact Resolution

Member Engagement



Member Oral Health Literacy



Dental benefits education



Improved member oral health IQ



Increased recall compliance



Care Coordination



Case Management



Dental-medical integration

Claims Administration

Overview

Pre-Payment Claims Review

INDIVIDUALIZED REVIEW

Each treatment plan is reviewed make benefit determinations based on the individual's oral health status & plan.



STANDARD OF CARE

Upholds the community standard of care by evaluating the clinical appropriateness of services and prognosis outcome.

QUALITY ASSURANCE

Helps protect against incomplete services, up-coding and unbundling prior to payment.

PHASED TREATMENT

Encourages the dental public health practice of moving a patient from episodic/emergent care to oral health maintenance.

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Claims Administration

Configured to MassHealth Dental Program Specifications

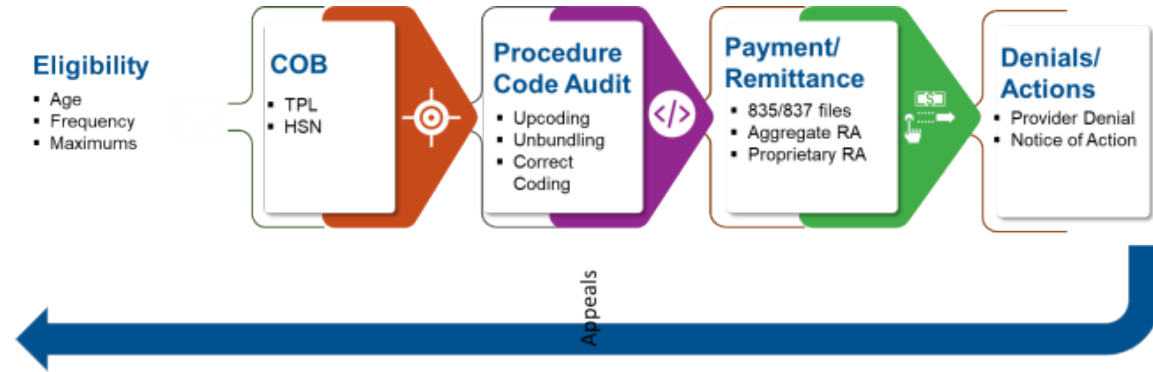
- E** Electronic Submissions
837D/Clearing House Partners
- Direct Online Entry
HIPAA Compliant DDE
- Paper Claims
Any Dental Claim Form
- Predetermination
Pre-Treatment Estimates & Prior-Authorizations.



Next Step: Validation Stage



Next Step: Adjudication or Benefit Determination



Key Claims Review Documentation Requirements

	Dental Procedure(s)	Documentation	Provider
Restorative			
	Prefabricated Crowns	<input type="checkbox"/> Pre-Tx PA <input type="checkbox"/> Occlusal/PAs and BWs, FMX, or PAN <input type="checkbox"/> Charting	General dentists
	Permanent crowns, Core buildups	<input type="checkbox"/> Pre-Tx PA and BW* <input type="checkbox"/> FMX or PAN <input type="checkbox"/> Charting and narratives as appropriate <input type="checkbox"/> Post-Tx radiograph	All provider types
Endodontics			
	Pulpotomies	<input type="checkbox"/> Pre-Tx radiograph <input type="checkbox"/> Post-Tx radiograph	General dentists
	Root Canal Therapy	<input type="checkbox"/> Pre-Tx PA <input type="checkbox"/> Post-Tx PA of completed final fill	General dentists
Removable Prosthodontics			
	Partial Dentures	<input type="checkbox"/> FMX or PAN <input type="checkbox"/> Charting of missing teeth or teeth planned to be extracted	All provider types
	Complete Dentures	<input type="checkbox"/> FMX or PAN <input type="checkbox"/> If teeth present, charting and proposed Tx	All provider types
Oral Surgery			
	Surgical Extractions & Impaction Removal	<input type="checkbox"/> Pre-Tx PA or PAN	All provider types

* Pre-treatment bitewing only required for posterior teeth; not required for anterior

Benefits of Claims Review



Lower retrospective recoupment audit risk



Clarity on covered benefits



Improved claims accuracy with effective feedback and support



Consultants are making benefit determinations, not treatment recommendations



Intent is to assist providers in adhering to coverage guidelines



Use predetermination as a service whenever questions on covered services arise

MassHealth Dental Program

Future State

Medical & Dental Integration



Population health management approaches to dental service administration and dental-medical integration including:

- Chronic disease management
- Link between oral health and other medical conditions (e.g., diabetes, cardiovascular diseases)
- Exploring partnerships with medical ACOs and MCOs

MassHealth - Future



Enhanced Provider Experience



Optimized provider stakeholder feedback



Facilitation of medical and dental integration



Improved member outcomes



Questions?

Thank you!

Contact Information:

Provider Relations

providerrelations@massdhp.com



FAQ.massdhp.org

Scan the QR Code for our MassHealth Dental Provider FAQ for important updates about the transition.

