
Quick Reference Directory

Website - <https://massdhp.org>

General Correspondence, Appeals, Provider Applications, Etc.

MassHealth Dental Program
c/o BeneCare Dental Plans
P.O. Box 612
Worcester, MA 01613

Claims, Prior Authorizations, Pre-Determinations, Ortho Case Reviews

MassHealth Dental Program Claims
c/o BeneCare Dental Plans
P.O. Box 631
Worcester, MA 01613

Health Safety Net Help Desk

For questions about HSN policy, INET, Dental, HSN remittances on HSN claim payments
800.609.7232 HSNHelpdesk@state.ma.us

Electronic Claims through Clearinghouse Connections:

CKMA1

Toll Free Telephone Numbers

Customer Service (Provider & Member)	844-MH-DENTL (844-643-3685)
Provider Relations (Administrative):	844-MASSDHP (844-627-7347)

Email Addresses/Distribution Lists

General Inquiries:	CustomerService@massdhp.com
Provider Relations (admin):	ProviderRelations@massdhp.com
Professional Networks (recruiting):	ProviderRelations@massdhp.com

Channels

Grievances/Complaints & Appeals:	Grievances@massdhp.com
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FAX

Toll Free Fax	833-MASSDHP (833-627-7347)
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