



Interim Payment Advance Update

Over the past few weeks, BeneCare has been working through the remediation of the claims backlog related to the multi-line claims issue. In addition, MassHealth and BeneCare have been working to resolve issues with individual providers that were resulting in lower than expected payments, in particular for providers who were submitting claims directly through the portal.

With these updates in place, we expect that most claims processing issues will be remediated for the majority of providers within the next two payment cycles. As we have been working to resolve these issues, MassHealth has continued to make interim payment advances available to providers to support cash flow concerns.

As previously communicated, the recoupment of these advances has been paused but will resume on June 30, 2025. MassHealth will recoup up to 33% of claims payments for each advance payment that a provider has received. Most providers have received one advance; they will receive 67% of claims payments beginning Monday, 6/30 until the advance has been recouped. If a provider has received two advance payments, they will have 66% of claims payments recouped; providers with three or more advance payments will essentially see their full claims payments (99%) recouped.

For example:

- A provider received three advances, each for \$10,000, for a total of \$30,000.
- MassHealth is set to pay \$18,000 in claims on June 30, 2025 for that provider.

MassHealth will recoup 33% of the 18,000 for each of the three advances; so, \$6,000 will be recouped from Advance 1, \$6,000 from Advance 2, and \$6,000 from Advance 3. This will result in little to no claims payment on June 30th for that provider.

The provider still has \$12,000 in outstanding advances after June 30th (\$4,000 per advance).

- MassHealth will suspend recoupment of advances against claims payments on July 7, 2025 (more details below).
- MassHealth is set to pay \$18,000 in claims on July 14, 2025; \$12,000 will be recouped (the remainder of the outstanding advances), and \$6,000 will be paid.
- Claims payments will be made in full in the weeks following since the provider no longer has any outstanding advances.

Week 1

Advance	Claims	Payment
	\$18,000	\$18,000
#1	Less 33%	\$12,000
#2	Less 66%	\$6,000
#3	Less 99%	~\$0

Week 2

Advance	Claims	Payment
	\$18,000	\$18,000
#1	Less remainder (\$4,000)	\$14,000
#2	Less remainder (\$4,000)	\$10,000
#3	Less remainder (\$4,000)	\$6,000

We understand that this may result in a larger than expected disruption to cash flow for certain providers who have received multiple advances. To help mitigate these concerns, MassHealth will not be recouping any advances made to providers the week of July 7, 2025. This means that providers will receive their full claims payment on July 7th without any payment advance recoupments.

We will resume recoupments of advances using the methodology described above beginning with the payment cycle on July 14, 2025.

If you have received more than one advance from MassHealth and are concerned about the impact the advance recoupment schedule may have on your cash flow beginning on July 14th please complete a hardship request using the [online form](#).

All hardship requests must be submitted by **11:59 PM on Monday, June 30th** to be considered.

We will review each request individually and will reach out to providers if we are able to accommodate a more gradual recoupment schedule. We appreciate your patience and support as we continue to work through this transition.

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

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