

August 7, 2025

## **BeneCare's MassHealth Eligibility Issues**

The Massachusetts Dental Society (MDS) has been informed by its members about an ongoing problem with BeneCare's MassHealth eligibility system.

We have received numerous concerns regarding inaccuracies in BeneCare's MassHealth eligibility information. Dental practices diligently verify patient eligibility before providing treatment, only to discover afterward that the information was incorrect. We have discussed the importance of resolving this issue with MassHealth. The reliance on inaccurate data undermines the trust necessary for effective patient care, and this situation is unacceptable. BeneCare is working to resolve these inaccuracies.

If a claim is denied due to eligibility, a provider can submit a reconsideration request with proof of eligibility verification on the date of service, and MassHealth is contractually obligated to honor the eligibility status as it appeared when verified on the date of service.

MassHealth also continues to recommend that providers maintain proof of eligibility verification on the date of service by retaining the portal eligibility or treatment history report. DentaQuest previously required a screenshot of their dated and time-stamped portal eligibility verification result. Screenshots of BeneCare portal eligibility or treatment history reports can also be saved as proof of eligibility.

The MDS advocated that MassHealth/Benecare clarify the eligibility verification process. As a result of this advocate, Benecare is expected to update its Frequently Asked Questions with this information.

The MDS will continue to advocate for MassHealth providers until all outstanding issues have been resolved, and payments have been distributed.