

April 2, 2025

Dear MDS Colleague,

Yesterday was a challenging day for all MassHealth providers. Many of us experienced difficulties verifying patient eligibility in the morning, which disrupted our ability to provide care. Here at the Massachusetts Dental Society (MDS), our team fielded numerous calls and did their best to provide guidance and support. We heard your frustrations, and we completely understand how disruptive this was for your practices.

Please know that our MDS staff are here to assist you, but they do not have direct control over MassHealth's systems or processes. Nonetheless, we are committed to advocating on your behalf.

As soon as the portal issue arose, I reached out to both BeneCare and MassHealth to ensure they were aware of the problem. I emphasized how crucial it is for providers to have real-time access to eligibility and treatment history information. I made it clear that these disruptions create significant challenges for all of us.

I am also a MassHealth provider, so I personally experienced the same frustrations that many of you did. I know firsthand how difficult it is to care for patients when we don't have access to the information we need. That's why I immediately pushed for answers and solutions on your behalf.

I have been informed that eligibility verification through the portal has now been restored. Additionally, by Friday, patient treatment history should also become available. In the meantime, any missing information can be obtained by calling BeneCare. To further assist with inquiries, MassHealth has arranged for some of their staff to be available alongside BeneCare representatives on the phone lines.

As your president, I want to assure you that the MDS is actively communicating your concerns to MassHealth and BeneCare. While we do not have the power to change MassHealth's operations, we remain steadfast in our role as your voice and advocate. Through my conversations, I do believe our partners are making efforts to address these challenges.

To support you further, I am sharing the following resources:

You can schedule a virtual meeting with MassHealth using this link: [MassHealth Provider Meeting Registration](#).

Reference tools

- The updated MassHealth Office Reference Manual
- The provider training slide deck
- The provider training FAQ
- The decision training algorithm for crowns and core buildup (which I developed in collaboration with MassHealth based on their guidelines)

I want to take a moment to acknowledge how incredibly frustrating and exhausting these disruptions have been. You are all working tirelessly to care for patients, often under challenging circumstances, and it's disheartening when administrative hurdles make that even harder. Please know that I see your struggles, and I deeply appreciate your dedication.

You are not alone in this—we are in it together. The MDS will continue to advocate for you, and I will personally keep pushing for improvements. Please do not hesitate to reach out to BeneCare with any concerns and know that the MDS is always here to support you however we can.

I also want to extend my appreciation to BeneCare. Throughout this process, they have been responsive and open to discussions to help resolve these issues as quickly as possible. While these situations can be frustrating for all of us, I truly believe that BeneCare is working in good faith to support both providers and patients. I thank them for their collaboration in addressing our concerns

Thank you all for your patience, resilience, and commitment to your patients.

With gratitude and respect,
Abe Abdul, DMD, MBA
President, Massachusetts Dental Society