

The MassHealth Dental Program has approved the ability for dental services to be provided via telehealth beginning March 12, 2020.

The billing system has been updated to accept claims when billed with place of service telehealth (02).

Additionally, the MassHealth Provider Web Portal, www.masshealth-dental.net has been updated to provide place of service option telehealth (02).

Based on MassHealth All Provider Bulletin 289:

The test for whether you can bill something to MassHealth via place of service telehealth (which includes both live video and telephone) is:

1. Were you able to bill it to MassHealth and be paid before?
2. Is it clinically appropriate to be delivered via telehealth?
3. Is it medically necessary for the member?
4. Are you conforming with the guidance in Appendix A of the Provider Bulletin 289?

If the answer is Yes to these, then the visit can be billed and paid by MassHealth at the rate previously paid using the codes that are appropriate for the service / services provided.

Please note that MassHealth is not adopting specific telehealth codes, changing frequencies / limitations or waiving eligibility or provider credentialing requirements.

If you have questions, please reach out to your provider relations representative:

Dan Archambault at Daniel.Archambault@dentaquest.com

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We wish you and your staff well during this challenging time. Thank you for all that you do and for being a MassHealth participating provider.