



Health Safety Net

Information and Updates

Summer 2026

Agenda



- Dental Updates
- Health Safety Net Updates
- Health Safety Net INET Provider Portal
- Health Safety Net Reminders
- General Information
- Questions

HSN Dental Claims Reconciliation

(slide 1 of 2)



This is a reminder about the upcoming reconciliation of Health Safety Net (HSN) dental interim payments made during the period when BeneCare served as the dental Third-Party Administrator (April 1, 2025 – January 31, 2026, the “BeneCare Period”).

What you need to do:

Submit original HSN dental claims from the BeneCare Period to DentaQuest. HSN is not able to use BeneCare claims data for payment purposes – claims must be resubmitted to DentaQuest to be considered in the reconciliation.

HSN Dental Claims Reconciliation (slide 2 of 2)



Key Dates:

By **July 31, 2026**: Providers are strongly encouraged to submit appropriate BeneCare Period HSN dental claims to DentaQuest by July 31, 2026. Doing so by this date helps ensure accurate reconciliation.

- *Note, however, that original HSN dental claims from the BeneCare Period can be submitted without individual timely filing reconsideration requests if submitted by March 31, 2027.*
- September 2026 HSN pay period: Interim payments will stop, and HSN will begin reconciling under and overpayments based on total demand submitted through July 31, 2026.

For full details, including reconciliation examples, the overpayment recoupment schedule, and answer to common questions, please see:

[Health Safety Net Dental Claims Reconciliation | Mass.gov](#)

Health Safety Net Updates



Fiscal Year 2024 Closure in September 2026

HSN Fiscal Year (FY) 2024 will be closing on September 30, 2026. Any claims that have not been submitted must be received before the fiscal year is closed. Any claims with a FY24 date of service submitted for processing after September 30, 2026, will be denied by the Health Safety Net (HSN) for submitting after the fiscal year closure date. Any claims that are being corrected by the HSN office do not apply to the fiscal year closure date.

Remit Correction

The Health Safety Net Office identified that some information was missing from CHC HSN remits, for May 2025 (pay period 202503) and May 2026 (pay period 202603). The remits have been corrected and posted to INET, with the intention of making it easier for providers to post your payments/ adjustments. These are replacements and not duplicate remits, so providers should not post both remits. These remit updates do not affect reimbursement received in these two pay periods and only include informational and formatting updates.

INET Provider Portal (slide 1 of 2)



INET Modernization

Health Safety Net (HSN) is excited to announce a series of upcoming enhancements and modernization updates to the HSN-INET self-service Provider Portal. These enhancements are designed to help providers access information more easily, complete tasks more efficiently, and improve the overall usability of the portal.

Providers should note the following important information regarding the transition:

- Current INET users will continue to use their same credentials to sign into the new INET. New users will still be required to submit the INET User Agreement to obtain access, consistent with current practice.
- Current access permissions and account settings will continue without interruption.
- The SENDS Encryption tool will no longer be required, as reports are automatically decrypted on download.
- The website URL to access INET will change. The new URL will be shared closer to the launch date.

INET Provider Portal (slide 2 of 2)



The release of the updated INET Provider Portal is currently scheduled for October 2026. HSN will continue to provide updates and communications as the release date approaches.

INET User Guides

In preparation for the launch, the following new user guides for the updated INET portal are available here:

- INET Provider Portal [INET Provider Portal User Guide](#)
- INET Bad Debt [INET Bad Debt User Guide](#)
- INET Bad Debt Evidence Collection [INET Bad Debt Evidence Collection User Guide](#)
- INET Special Circumstances [INET Special Circumstance User Guide](#)

More information about the HSN INET can be found at:

[Learn about HSN-INET | Mass.gov](#)

Health Safety Net Reminder (slide 1 of 2)



HSN Eligibility

Health Safety Net pays acute care hospitals and community health centers for certain medically necessary health care services provided to qualified uninsured and underinsured Massachusetts residents as outlined in the regulations:

[HSN Regulations](#)

How does an individual know if they are eligible for HSN?

- Individual will receive a letter indicating eligibility.
- Individual can call the MassHealth Contact Center (800-841-2900) to check eligibility.
- Provider can confirm eligibility via Provider Online Service Center (POSC), or MMIS/EVS.
- As HSN is not a comprehensive insurance plan, individuals do *not* receive a MassHealth card.

Health Safety Net Reminder (slide 2 of 2)



HSN and Connector Care

Health Safety Net (HSN) provides temporary coverage for individuals who have applied through the Affordable Care Act Marketplace and have been approved for a ConnectorCare plan, but whose coverage has not yet become effective.

Members are expected to select and activate their ConnectorCare plan within 90 days of approval. During the period before the ConnectorCare plan begins, HSN covers eligible services provided at participating acute care hospitals and community health centers.

Once the ConnectorCare plan becomes effective, HSN only provides dental coverage for dental services not otherwise covered by the individual's ConnectorCare plan, at participating HSN dental facilities.

See the HSN regulations at [101 CMR 613.00](#) for additional detail.

General Information

- Health Safety Net eligible service regulations can be found at: [101-CMR-61300 Health Safety Net Eligible Services](#)
- Health Safety Net eligible payment and funding regulations can be found at: [101-CMR-61400 Health Safety Net Payments and Funding](#)
- Health Safety Net Reimbursable Services located at: [HSN-CHC Billable Procedure Codes](#)
- Health Safety Net INET located at: [Learn about HSN-INET | Mass.gov](#)
- Billing updates are posted and can be found at: [Information about HSN Provider Guides and Billing Updates | Mass.gov](#)

Thank you!