

MA Health Care Training Forum Summer 2026 Meeting

HSN Updates Presentation Transcription

[Health Safety Net, Information and Updates Summer 2026]

(DEBBIE RAYMOND): Good morning. Welcome to the MassHealth and Health Safety Net updates meeting. Thank you for joining us today. My name is Debbie Raymond. I'm from the Massachusetts Health Care Training Forum team, and I will be facilitating the meeting this morning. Now I'd like to introduce our first presenter, Benjamin Burwood, the Senior Policy Analyst at the Health Safety Net. Ben.

(BENJAMIN BURWOOD): Thank you, Debbie. My name is Benjamin Burwood. I'm going to be presenting on the Health Safety Net information and updates for this MTF in the summer of 2026.

Next slide.

[Agenda]

Our agenda today will be to go over some dental updates, some other Health Safety Net updates, a new information about the INET Provider Portal, and a few Health Safety Net reminders, and we'll have time for some questions.

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[HSN Dental Claims Reconciliation (slide 1 of 2)]

This is a reminder about the upcoming reconciliation of Health Safety Net dental interim payments made during the period when BeneCare served as the dental third-party administrator, which was from April 1, 2025 to January 31, 2026. Submit original Health Safety Net 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.

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[HSN Dental Claims Reconciliation (slide 2 of 2)]

The key date is by July 31, 2026, so in two days, providers are strongly encouraged to submit appropriate BeneCare Period dental claims to DentaQuest. Doing so by this date helps ensure accurate reconciliation. However, that original Health Safety Net dental claim from the BeneCare Period can still be submitted without individual timely filing requests. They still have until March 31st, 2027.

September 2026, HSN pay period, interim payments will stop, and Health Safety Net will be reconciling under- and overpayments based on total demands submitted through July 31st, 2026. For full details or any other information, please see the link below about how the overpayment recruitment process is handled.

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[Health Safety Net Updates]

Some Health Safety Net Updates. Health Safety Net fiscal year 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 fiscal year 24 date of service submitted for processing after September 30, 2026 will be denied by the Health Safety Net for submitting after the fiscal year closure date. Any claims that are being corrected by the Health Safety Net office do not apply to the fiscal year closure date.

The Remit Correction: The Health Safety Net Office identified that some information was missing from community health centers' HSN remits for May 2025 and May 2026. The remits have been corrected and posted to INET with the intention of making it easier for providers to post your payments and adjustments. These are replacements and not duplicate remits, so providers should not post both remits. These remits updates do not affect reimbursement received in the two payment periods and only include informational and formatting updates.

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[INET Provider Portal (slide 1 of 2)]

The INET Modernization. Health Safety Net is excited to announce a series of upcoming enhancements and modernization updates to the Health Safety Net-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.

Key notes that are being updated. Currently, INET users will continue to use their same credentials to sign in to 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.

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[INET Provider Portal (slide 2 of 2)]

The release of the updated INET Provider Portal is currently scheduled for October 2026. We have included the Provider Portal User Guides in hopes that providers will look and review the updated user guides at their convenience to be prepared for when the INET Provider Portal is released. If you have any other questions about the INET Provider Portal, there is a link at the bottom of this slide as well.

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[Health Safety Net Reminder (slide 1 of 2)]

We have some reminders for people who are wondering about Health Safety Net 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.

We have provided a link to the Health Safety Net regulations, but for people who do not know about the eligibility, individuals will receive a letter indicating their eligibility. They can also call the MassHealth Contact Center to check their eligibility. Providers can confirm eligibility of members via the Provider Online Service Center or through MMIS or EVS. As HSN is not a comprehensive insurance plan, individuals do not receive a MassHealth card.

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[Health Safety Net Reminder (slide 2 of 2)]

For reminders about Health Safety Net and the ConnectorCare, Health Safety Net 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 Connector 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 Connector plan. We have supplied the regulations at the bottom of this page as well.

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[General Information]

We did provide our, just some general information, links to our Provider Guides and billing updates, links to the INET information page, as well as procedure codes that are being covered at community health service, as well as our regulations.

[Thank You!]

(DEBBIE RAYMOND): Thank you, everybody, for their time today, participation, and engagement. A special thanks to our presenters and our SMEs for all their expertise. Have a great day, everybody. Stay dry. Bye-bye.