

Massachusetts Health Care Training Forum (MTF):

Health Safety Net Updates

Spring 2026 Questions and Answers

This document supplements the presentations made during the Massachusetts Health Care Training Forum (MTF) meetings by offering Questions & Answers, and additional presenter comments if applicable.

Question 1:

Is ED Crisis service covered by HSN? ED Crisis HCPC is S9485 for Initial Assessment and S9485 with modifier V1 or V2 for Crisis Management with safety intervention or without safety intervention.

Answer:

Health Safety Net does cover the CPT code S9485 at eligible HSN providers. See the HSN CHC covered code list here: [The Commonwealth of Massachusetts](#).

Question 2:

Why MassHealth system shows active HSN and Dental Quest does not show for Dental Services?

Answer:

The MassHealth Provider Online Service Center (POSC) shows active eligibility for HSN. To ensure certain dental services are covered under the appropriate coverage type providers and may call or visit the DentaQuest help desk at 1-866-616-2699 or MassHealthProviderEngagement@dentaquest.com. For more information on the MassHealth or HSN Dental Program, visit the [MassHealth Dental Program](#).

Question 3:

If someone has HSN but they actually have a ConnectorCare plan, can you look this up in HSN INET?

Answer:

The HSN INET is not used for eligibility. The best place to confirm if a member is eligible or enrolled in a Connector plan is the [MassHealth Provider Online Service Center \(POSC\)](#).

Question 4:

Does DentaQuest process claims under Health Safety Net at any DentaQuest dentist or only at community clinics with dental practices?

Answer:

Only HSN-eligible Community Health Centers and acute hospitals with dental practices can submit dental claims for HSN reimbursement through DentaQuest.