

# Massachusetts Health Care Training Forum (MTF): Health Safety Net Updates

## Winter 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:

**We have multiple times requested Benecare to add the HARS/Acct numbers with the payments, so we know where to apply payments. That still has not happened and Benecare is not responding to any inquiries. Who can assist with this?**

Answer:

Health Safety Net is aware of some requests for information with the dental claims and payments but now, with Benecare no longer representing MassHealth or Health Safety Net as the dental third-party administrator. DentaQuest has become the third-party administrator as of February 1, 2026, and any requests can be relayed to the dental customer service line at (866) 616-2699 or visit [MassHealth Dental Program](#)

### Question 2:

**With more people turning to HSN for coverage, it would be helpful to see more flexibility and access to HSN pharmacies. Do you think there is any chance of a change in regulations which would allow greater access to HSN pharmacies?**

Answer:

Health Safety Net understands the increasing need for medical, dental, and pharmaceutical coverage and is consistently reviewing regulations to better service members and the facilities. Health Safety Net is working with facilities across the state to maximize the potential coverage for members without a reduction in standards of care.