



Health Safety Net

Information and Updates

Spring 2026

Agenda



- Dental Updates
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Dental Updates

Overview

The Executive Office of Health and Human Services has transitioned third-party administrators for dental services starting on February 1, 2026. DentaQuest acts as the third-party administrator for MassHealth, the Children's Medical Security Plan (CMSP), and the Health Safety Net (HSN) dental services.

Claim Submissions

Claims with dates of service following 2/1/26 should be submitted to DentaQuest as normal course of business. This new TPA does not affect members eligibility, nor the rates set for dental services.

Interim Payments

Health Safety Net is still dispersing interim payments to dental facilities. A transition timeline for paying dental services utilizing actual demand (rather than interim calculation) is being developed. A future update will be circulated when a finalized dental claim reconciliation process is enacted.

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 have been submitted and are being corrected do not apply to the fiscal year closure date.

Resweeps

HSN is reviewing and analysing past claim reprocessing resweeps for accuracy. Current examination include the resweeps paid in January 2026 as well as other past claims. A future update will be provided when additional resweeps will be completed. Please note, resweeps are not subject to fiscal year closure dates.

Replacement and Void Claims Reminders (slide 1 of 3)



HSN claims will only be accepted and processed based on the following claim frequency codes. Use of other codes will result in claims being denied.

Bill Types:

- XX1 = Admit thru Discharge Claim
- XX7 = Replacement Claim
- XX8 = Void Claim

Replacement and Void Claims Reminders (slide 2 of 3)



Type of Bill “XX7” allows a provider to submit a Replacement Claim to adjust the original claim:

HSN does not accept replacement claims (Type of Bill “XX7”) for non-active claims. The only time a provider would send in a replacement claim would be for claims that pass both MassHealth edits and pass HSN edits, and the provider needs to change data on the claim. Claims submitted as a replacement *must use the same original TCN*.

Submitting a replacement claim to the Health Safety Net is necessary when there are errors or omissions in a previously submitted claim. This can include incorrect charges, clinical or procedure codes, dates of service, member information or other discrepancies. Replacement claims are necessary to rectify issues with claims that have already been processed by the HSN. It is crucial that all necessary corrections are made before resubmitting the claim to avoid receiving a duplicate claim denial.

Replacement and Void Claims Reminders (slide 3 of 3)



Type of Bill “XX8” allows a provider to void the initial or replacement claim:

Submitting a void claim to the Health Safety Net is needed when a previously submitted claim needs to be eliminated in its entirety. This is typically required if the claim was completely erroneous and not appropriate for submission. It is important to follow the correct procedures for submitting a void claim to ensure that the claim is processed correctly.

To enable the void to be processed at MMIS, *a provider must include the “original” ICN and the “original” TCN that was on the paid claim.* Including this information will enable the void to process. Remember that when a claim is voided with a Type of Bill “XX8” that causes the claim to be completely inactive. After a claim is voided (Type of Bill “XX8”) at HSN, the provider can submit a new original claim.

NOTE:

Do not include any corrections on a void claim XX8; doing so will cause your void to fail.

General Information

- [Health Safety Net eligible service regulations](#)
- [Health Safety Net eligible payment and funding regulations](#)
- [Health Safety Net Reimbursable Services](#)
- [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](#)

Questions?