

# MA Health Care Training Forum Spring 2026 Meeting

## HSN Updates Presentation Transcription

### [Health Safety Net, Information and Updates Spring 2026]

(SUE KANE): Good morning, everyone, and welcome to the Health Safety Net Updates meeting. Thank you for joining us today. My name is Sue Kane from the Massachusetts Health Care Training Forum team, and I'll be facilitating today's meeting. Now we're going to bring up the Health Safety Net presentation, and I'm going to introduce you to our first presenter, Benjamin Burwood, the Senior Policy Analyst at the Health Safety Net. Benjamin.

(BENJAMIN BURWOOD): Thank you, Sue, and welcome to this Spring 2026 presentation of the Health Safety Net updates.

### [Agenda]

We have a few things to go over in our agenda: our Dental Updates, Health Safety Net Updates, as well as a few Health Safety Net Reminders, and our General Information, and we'll have time for questions.

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### [Dental Updates]

Health Safety Net Dental Updates. The Executive Office of Health and Human Services has transitioned to a third-party administrator for dental services starting back on February 1, 2026. DentaQuest acts as the third-party administrator for MassHealth, Children's Medical Security Plan, and the Health Safety Net dental services.

Claims with dates of service following February 1, 2026, should be submitted to DentaQuest as normal course of business. This new third-party administrator does not affect members' eligibility, nor the rates set for dental services.

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 and has not been finalized. A future update will be circulated when a finalized dental claim reconciliation process has been enacted.

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### [Health Safety Net Updates]

Some Health Safety Net Updates. Fiscal Year 2024 is set to be closed in September of 2026. The closing of Fiscal Year 2024 is closing on September 30, 2026. Any claims that

have not been submitted must be received before the fiscal year is closed. Any claims with the Fiscal Year 24 date of service submitted for processing after September 30 will be denied by Health Safety Net for submitting after the fiscal year closure date.

Any claims that have been submitted and are being corrected, either through resweeps or a correction, do not apply to the fiscal year closure date. Health Safety Net is still reviewing and analyzing past claim reprocessing resweeps for accuracy. Current examinations 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, and as noted, resweeps are not subject to fiscal year closures.

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**[Replacement and Void Claims Reminders (slide 1 of 3)]**

We do want to review some replacement and void claims procedures. 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. The bill types are Admit through Discharge Claims, Replacement Claims and Voided Claims.

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**[Replacement and Void Claims Reminders (slide 2 of 3)]**

So, we want to review for the replacement claims. HSN does not accept replacement claims for non-active claims. The only time a provider would send in a replacement claim would be for claims that have passed both MassHealth edits and passed HSN edits, and the provider needs to change data on the claim. Claims submitted as a replacement must use the same original TCN.

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**[Replacement and Void Claims Reminders (slide 3 of 3)]**

And for voided claims, submitting a void claim to 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 voided claim to ensure that the claim is processed correctly. Please do not include any corrections on a void claim, as doing so will cause your claim to, to fail.

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**[General Information]**

We do have, have posted a few things to for everybody's viewing. If you do need a copy of Health Safety Net regulations, whether it be eligible services or payment funding, we have provided a link as well as to get access to the Health Safety Net INET, and any billing updates that we have posted for public viewing is listed on our website, and the link is listed here as well.

**[Thank You!]**

(SUE KANE): Special thanks to the presenters for their sharing of their expertise, and we hope you have a great rest of your day. Thank you, everybody. Bye-bye.