

## **2019 MassHealth Q&A**

1.) Do my MassHealth patients have access to a member portal?

Yes, MassHealth members have access to a member based portal located at <https://www.masshealth-dental.net/Members>.

The MassHealth member web portal provides access to important information, forms and the ability to speak with a live agent to address any questions they may have.

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2.) How can I access member material?

You can access member materials for your practice at [www.masshealth-dental.net](http://www.masshealth-dental.net) in the Document section. On this page you will find useful documents such as: Oral Health Education Brochures- providing you with information about the best ways to care for your patient's teeth and maintain good oral health and the MassHealth Benefit Booklet- A guide to answering questions about your patients MassHealth dental benefit.

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3.) How do I receive updates about the MassHealth Dental Program?

Within the Provider Web Portal there is a notification bell located at the top right of the screen. When there is an important notice, the bell will be red. All notifications are displayed by most recent to oldest.

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4.) Where do I find the Office Reference Manual (ORM) and Fee Schedule?

After logging into the provider web portal, click on the Document List tab, and then click Search. You will find a list of documents such as the ORM, Fee Schedule, News Articles and other tools.

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5.) How do I reset my password to the MassHealth provider web portal?

Click on the reset password link located on the sign-in page of the MassHealth Provider Web Portal. If you need additional assistance, please call Customer Service at 1-800-207-5019 for assistance.