

The MassHealth Dental Program Has Changed!

Thanks to a landmark lawsuit, Health Care For All v. Romney, brought by Health Law Advocates and Greater Boston Legal Services and advocacy by the oral health community there have been massive improvements to the oral health care needs of children and adults on MassHealth. A remediation process has required the following changes to better assist members on MassHealth:

1. **DORAL DENTAL now operates the MassHealth dental program.**
 - **You need a release form to speak to them:** There are **two** kinds of release forms and you can use either to speak to MassHealth/Doral on a member's behalf: the standard [MassHealth Permission to Share Information \(PSI\) form](#) and the [Doral Personal Health Information \(PHI\) Form](#).
 - **Fax PSI/PHI** to "attention Marjorie G." at 1-262-834-3450. Doral will not give you any information WITHOUT this release on file.
 - **To find a provider, search claims history or check on a prior authorization call:** Doral Dental Customer Service: (800) 207-5019.
 - **For appeals or if Customer Service is not helpful:** Doral Dental Intervention Services: Pearl Panico (617-886-1725) and Deborah Solares (617-886-1726)
2. **Dr. Timothy Martinez is the DENTAL DIRECTOR at MassHealth.** Dr. Martinez can troubleshoot for both providers and advocates with prior authorizations and claims.
 - To contact: Timothy.S.Martinez@state.ma.us
 - To find a provider go to [MassHealth Dental Website](#)
3. **There are fewer PRIOR AUTHORIZATIONS required for children and adult services.**
 - You still have to rely on the regulations to see what is covered for MassHealth members. It is different for children than for adults. [114.6 CMR 420.00](#) and [Subchapter 6](#)
 - If a service is denied (either a claim or a prior authorization), the member can appeal to the Board of Hearings within 30 days of the denial.
4. **Reimbursement rates INCREASED for both adults and children.**
 - [DHCFP Regulations](#): 114.3 CMR 14.00.
5. **For HELP filing an appeal, FIXING an ongoing problem, or to ask a QUESTION contact:**
 - **Health Law Advocates:** <http://www.hla-inc.org> or 617-338-5241
 - **Your local Legal Services Office:** <http://www.masslegalservices.org/perl/services.cgi> or 800-342-5297(LARC for Greater Boston Legal Services), 800-639-1209(Mass. Justice Project- Holyoke), 888-427-8989 (Mass. Justice Project- Worcester) 413-781-7814 (Springfield Legal Services), 1-800-244-9023 (New Center for Legal Advocacy- Cape and Islands), 781-599-7730 (Neighborhood Legal Services-Essex County), or 1-800-336-2262 (North Shore Legal Services).

HealthLawAdvocates
Fighting for Health Care Justice