

**MTF Summer 2021 Meeting
Health Safety Net Call Q&A
July 19, 2021 & July 28, 2021**

Q1. We have noticed that HSN Dental is not consistently paying the Partial HSN dental enhancement rate correctly. We are receiving \$12.16 instead of \$15.20 for the \$19.00 enhancement rate which is 80% of the 80% rate. This partial payment issue is also occurring for other random HSN Partial dental codes.

A1. The Issue: The logic within the system as a result of the fix implemented on March 10, 2021 began incorrectly taking 20% twice from the first line / service on the claim versus once when a CHC reports 80% or no deductible percentage on the claim in the 2300 loop in the CN1 segment.

When will this issue be fixed within the system? The good news is that the system issue was resolved as of September 9, 2021.

Will the impacted claims be reprocessed? Given this, the DentaQuest / MassHealth team will begin reprocessing all claims that were impacted by this issue.

A notice will be going out soon to the facilities effected.