



Contact Information for MassHealth Claim Questions

MassHealth Customer Service

MassHealth Customer Service is available to assist providers with MassHealth billing issues.

You can contact MassHealth Customer Service at 1-800-841-2900, Monday through Friday from 8:00 A.M.–5:00 P.M., excluding holidays, by e-mail to providersupport@mahealth.net.

If you have questions about policies and procedures for submitting electronic claims, or testing for HIPAA claims transactions, or need technical support, Contact: MassHealth Customer Service at 1-800-841-2900, Monday through Friday from 8:00 A.M.–5:00 P.M., excluding holidays, by e-mail to hipaasupport@mahealth.net.

If you have questions about MassHealth dental claims, contact Doral, the dental claims processor at 1-800-207-5019, Monday through Friday from 8:00 A.M.–6:00 P.M, excluding holidays, by e-mail to claims@masshealth-dental.net.

If you have questions about MassHealth pharmacy claims, please contact the ACS Technical Help Desk at 1-866-246-8503, 24 hours a day, seven days a week, or e-mail ACS Provider Relations at MassHealth.Providerrelations@acs-inc.com. Be prepared to provide your MassHealth provider number, the member ID number, the date of service, a brief synopsis of the issue, and the remittance advice (RA) date (if applicable).

MassHealth policy-related issues are addressed in Subchapters 1 through 4 of your MassHealth provider manual.

To Verify the Status of Claims on the Internet

To verify the status of a claim, go to the Provider Online Service Center (POSC) where you can check the status of a claim online under Inquire Claim Status.

To Verify the Eligibility of a Member on the Internet

To verify the eligibility of a member, go to the POSC where you can check the eligibility online under Manage Members.