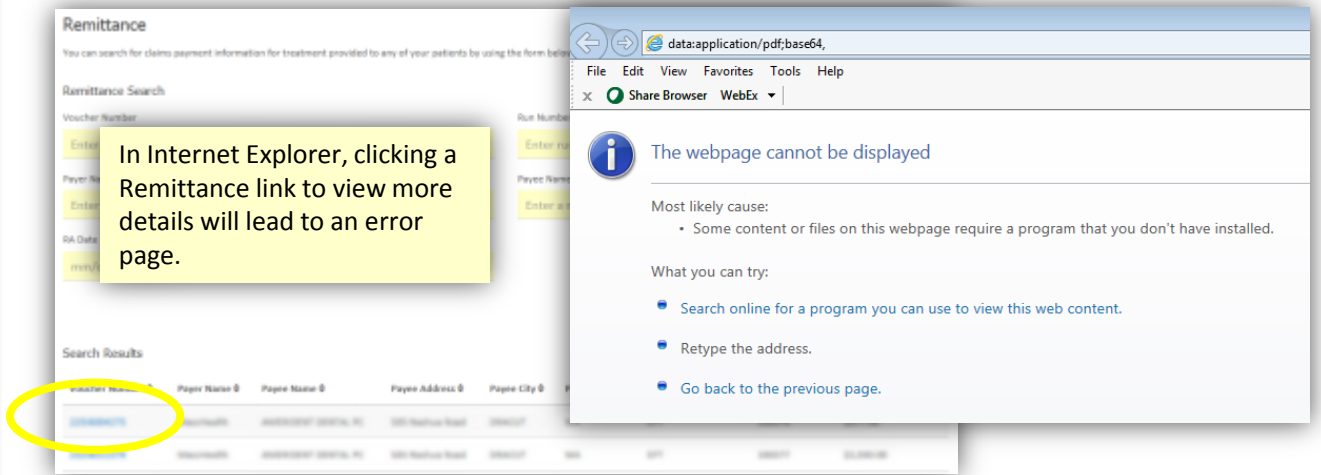**DentaQuest** **MassHealth**

Certain functionality on the MassHealth Provider Portal, such as reviewing Remittance details, may not function correctly on Internet Explorer. As a result, **it is highly recommended that you use one of the other leading web browsers, such as Chrome or Firefox**, to access the MassHealth Provider Portal. You will also need **Adobe Reader** to open the Remittance documents.
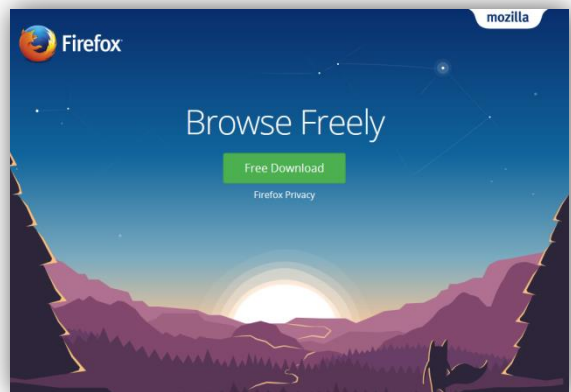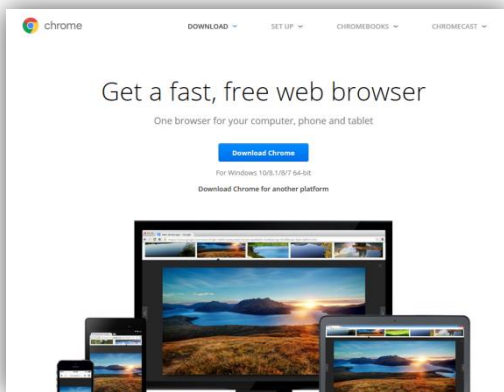
The following tips will explain how to update your computer with the necessary software.

> In Internet Explorer, clicking a Remittance link to view more details will lead to an error page.

Two of the more popular web browsers for Windows PCs are Chrome and Firefox. The choice of which browser to install is based on your personal preference.
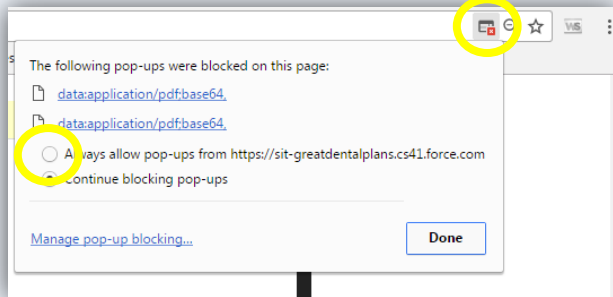- **Chrome download site:** https://www.google.com/chrome/browser/desktop/
- **Firefox download site:** https://www.mozilla.org/en-US/firefox/new/

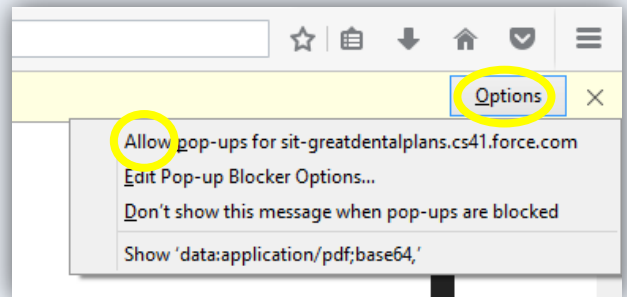Follow the installation instructions for your desired browser.

Depending on which browser you install, you may have to adjust the settings to get the Remittance documents to display correctly.

Chrome

In Chrome, click the Pop-Up icon at the top left of the screen. In the options selection, select the option that begins with "Always allow pop-ups from…"

Firefox

In Firefox, click the Options button at the top left of the screen. In the options selection, select the option that begins with "Allow pop-ups for…"

In addition to making sure you have a compatible web browser, you will also need to install Adobe Reader if you do not already have it installed on your computer.

- **Adobe download site:** https://get.adobe.com/reader/

Again, follow the installation instructions.