

Section 7 - Codes

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Section 7 - Codes

Adjudication Reason Codes

In adjudicating claim and TAR forms, it is sometimes necessary to clarify the criteria for dental services under Medi-Cal Dental. These processing policies are intended to supplement the criteria. The Adjudication Reason Code is entered during processing to explain unusual action taken (if any) for each claim service line. These codes will be found on Explanations of Benefits (EOBs) and Notices of Authorization (NOAs).

| ARC # | Adjudication Reason Code Description |
|------------------------------|---|
| DIAGNOSTIC/PREVENTIVE | |
| 001 | Procedure is a benefit once per patient, per provider. |
| 001A | An orthodontic evaluation is a benefit only once per patient, per provider. |
| 002 | Procedure is a benefit once in a six-month period for patients under age 21. |
| 002A | Evaluation is not a benefit within six months of a previous evaluation to the same provider for members under age 21 or does not meet CRA criteria. |
| 003 | Procedure not payable in conjunction with other oral evaluation procedures for the same date of service. |
| 004 | Procedure D0120 is only a benefit when there is history of Procedure D0150 to the same provider. |
| 004A | Procedure D1320 is only a benefit when billed on the same date of service as procedure D0150 or D0120 to the same provider. |
| 006 | Procedure is a benefit once per tooth. |
| 008 | Procedure was not adequately documented. |
| 009 | Procedure not a benefit when specific services other than radiographs or photographs are provided on the same day by the same provider. |
| 010 | Procedure 020 not a benefit in conjunction with Procedure 030. |
| 011 | Procedure 030 is payable only once for a visit to a single facility or other address per day regardless of the number of patients seen. |
| 011A | Procedure 030 is payable only when other specific services are rendered same date of service. |
| 012 | Procedure 030, time of day, must be indicated for office visit. |
| 012A | Procedure 030, time of day, must be indicated for office visit. Time indicated is not a benefit under Procedure 030 |
| 013 | Procedure requires an operative report or anesthesia record with the actual time indicated. |
| 013A | Procedure has been authorized. However, the actual fee allowance cannot be established until payment is requested with the hospital time documented in operating room report. |
| 013B | Procedure D9410 is not payable when the treatment is performed in the provider's office or provider owned ambulatory surgical center. |

| ARC # | Adjudication Reason Code Description |
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| 013C | The anesthesia record must be signed by the rendering provider and the rendering provider's name and permit number must be printed and legible. |
| 013D | The treating provider name on the anesthesia record does not coincide with the Rendering Provider Number (NPI) in field 33 on the claim. |
| 013E | The treating provider performing the analgesia procedure must have a valid permit from the DBC and the permit number must be on file with Denti-Cal. |
| 014 | Procedure is not a benefit to an assistant surgeon. |
| 015 | The fee to an assistant surgeon is paid at 20 percent of the primary surgeon's allowable surgery fee. |
| 016 | Procedure 040 is payable only to dental providers recognized in any of the special areas of dental practice. |
| 017 | Procedure 040 requires copy of the specialist report and must accompany the payment request. |
| 018 | Procedure 040 is not a benefit when treatment is performed by the consulting specialist. |
| 019 | The procedure has been modified due to the age of the patient and/or previous history to allow the maximum benefit. |
| 020A | Any combination of procedure 049, 050 (under 21), 061 and 062 are limited to once in a six-month period. |
| 020B | Procedure 050 (age 21 and over) is limited to once in a twelve-month period. |
| 020C | Prophy and fluoride procedures are allowable once in a six-month period. |
| 020D | Prophy and fluoride procedures are allowable once in a 12-month period. |
| 020E | Procedure will not be considered within 90 days of a previous prophylaxis and/or fluoride procedure. |
| 020F | Prophy and a topical fluoride treatment performed on the same date of service are not payable separately. |
| 020G | Topical application of fluoride is payable only for caries control. |
| 020H | Prophy and fluoride procedures are allowable once in a 4-month period when the patient resides in an intermediate care facility (ICF) or a skilled nursing facility (SNF) that is licensed pursuant to health and safety code (H&S code) section 1250-1264. |
| 020I | Patients under age 6, fluoride procedures are allowable once in a 4-month period and prophy procedures are allowable once in a 6-month period. |
| 021 | Procedure 080 is a benefit once per visit and only when the emergency procedure is documented with arch/tooth code and includes the specific treatment provided. |
| 022 | Full mouth or panoramic X-rays are a benefit once in a three year period. |
| 023 | A benefit twice in a six-month period per provider. |
| 024 | A benefit once in a 12-month period per provider. |

| ARC # | Adjudication Reason Code Description |
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| 024A | Non-diagnostic X-rays are not payable due to one or more of the following reasons: Cone cutting, creases, stains, distortion, poor density. |
| 024B | Non-diagnostic X-rays are not payable due to one or more of the following reasons: Apices, crowns, and/or surrounding bone not visible. |
| 024C | Non-diagnostic X-rays are not payable due to one or more of the following reasons: Interproximal spaces overlapping. |
| 024D | Non-diagnostic X-rays are not payable due to one or more of the following reasons: Bone structure distal to the last tooth not shown. |
| 024E | Non-diagnostic X-rays are not payable due to one or more of the following reasons: Complete arch not shown in films submitted. |
| 024F | Non-diagnostic X-rays are not payable due to one or more of the following reasons: Artifacts obscure teeth. |
| 025 | Procedure 125 is not a benefit as a substitute for the periapical radiographs in a complete series. |
| 026 | Panographic type films submitted as a diagnostic aid for periodontics, endodontics, operative dentistry or extractions in one quadrant only are paid as single periapical radiographs. |
| 027 | Procedure is not a benefit for edentulous areas. |
| 028 | A benefit once in a six-month period per provider. |
| 028A | Procedure D0272 or D0274 is not a benefit within six months of Procedure D0210, D0272, or D0274, same provider. |
| 028B | Procedure D0210 is not a benefit within six months of Procedure D0272 or D0274, same provider. |
| 029 | Payment/Authorization denied due to multiple unmounted radiographs. |
| 029A | Payment/Authorization denied due to undated radiographs or photographs. |
| 029B | Payment/Authorization denied. Final endodontic radiograph is dated prior to the completion date of the endodontic treatment. |
| 029C | Payment/Authorization denied due to multiple, unspecified dates on the X-ray mount/envelope. |
| 029D | Payment/Authorization denied. Date(s) on X-ray mount, envelope or photograph(s) are not legible or the format is not understandable/decipherable. |
| 029E | Payment denied due to date of radiographs/photographs is after the date of service or appears to be post operative |
| 029F | Payment/Authorization denied due to beneficiary name does not match or is not on the X-ray mount, envelope or photograph. |
| 029G | Payment/Authorization disallowed due to radiographs/photographs dated in the future. |
| 029H | Payment/Authorization denied due to more than four paper copies of radiographs/photographs submitted. |

| ARC # | Adjudication Reason Code Description |
|--------------|--|
| 029I | Payment/Authorization denied. Radiographs/ photographs shall be of diagnostic quality, properly mounted, labeled with the date the radiograph/photograph was taken, the patient's name, and with the tooth/quadrant/area (as applicable). Submitted Radiographs/Photographs do not meet two or more of the above requirements. |
| 030 | An adjustment has been made for the maximum allowable radiographs. |
| 030A | An adjustment has been made for the maximum allowable X-rays. Bitewings are of the same side. |
| 030B | Combination of radiographs is equal to a complete series. |
| 030C | An adjustment has been made for the maximum allowable X-rays. Submitted number of X-rays differ from the number billed. |
| 030D | Periapicals are limited to 20 in any consecutive 12-month period. |
| 031 | Procedure is payable only when submitted. |
| 031A | Photographs are a benefit only when appropriate and necessary to document associated treatment. |
| 031B | Photographs are a benefit only when appropriate and necessary to demonstrate a clinical condition that is not readily apparent on the radiographs. |
| 031C | Photographs are not payable when taken for patient identification, multiple views of the same area, treatment in progress and postoperative views. |
| 031D | Photographs are not payable when the date does not match the date of service on the claim. |
| 032A | Endodontic treatment and postoperative radiographs are not a benefit. |
| 032B | X-rays disallowed for the following reasons: Duplicate X-rays are not a benefit. |
| 032C | X-rays disallowed for the following reasons: X-rays appear to be of another person. |
| 032D | X-rays disallowed for the following reasons: X-rays not labeled right or left. Unable to evaluate treatment. |
| 033 | Procedure 150 not a benefit in conjunction with the extraction of a tooth, root, excision of any part or neoplasm in the same area or region on the same day. |
| 033A | Procedure is payable only when a pathology report from a certified pathology laboratory accompanies the request for payment. |
| 034 | Emergency procedure cannot be prior authorized. |
| 036 | The dental sealant procedure code has been modified to correspond to the submitted tooth code. |
| 037 | Replacement/repair of a dental sealant is included in the fee to the original provider for 36 months. |
| 038 | Procedure is only a benefit when the tooth surfaces to be sealed are decay/restoration free |

| ARC # | Adjudication Reason Code Description |
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| 039 | Dental sealants are only payable when the occlusal surface is included. |
| 039A | Preventive resin restoration is only payable for the occlusal, buccal, and/or lingual surfaces. |
| ORAL SURGERY | |
| 043 | Resubmit a new authorization request following completion of surgical procedure(s) that may affect prognosis of treatment plan as submitted. |
| 043A | This ortho case requires orthognathic surgery which is a benefit for patients 16 years or older. Submit a new authorization request following the completion of the surgical procedure(s). |
| 044 | First extraction only, payable as procedure 200. Additional extraction(s) in the same treatment series are paid as procedure 201 per dental criteria manual. |
| 045 | Due to the absence of a surgical, laboratory, or appropriate report, payment will be made according to the maximum fee allowance. |
| 046 | Routine post-operative visits within 30 days are included in the global fee for the surgical procedure. |
| 046A | Postoperative visits are not payable after 30 days following the surgical procedure. |
| 047 | Postoperative care within 90 days by the same provider is not payable. |
| 047A | Postoperative care within 30 days by the same provider is not payable. |
| 047B | Postoperative care within 24 months by the same provider is not payable. |
| 048 | Extraction of a tooth is not payable when pathology is not demonstrated in the radiograph, or when narrative documentation submitted does not coincide with the radiographic evidence. |
| 049 | Extractions are not payable for deciduous teeth near exfoliation. |
| 050 | Surgical extraction procedure has been modified to conform with radiographic appearance. |
| 051 | Procedure 201 is a benefit for the uncomplicated removal of any tooth beyond the first extraction, regardless of the level of difficulty of the first extraction, in a treatment series. |
| 052 | The removal of residual root tips is not a benefit to the same provider who performed the initial extraction. |
| 053 | The removal of exposed root tips is not a benefit to the same provider who performed the initial extraction. |
| 054 | Routine alveoloplasty procedures in conjunction with extractions are considered part of the extraction procedure. |
| 054A | Procedure is not a benefit within six months of extractions in the same quadrant. |
| 054B | Alveoloplasty is not a benefit in conjunction with 2 or more surgical extractions in the same quadrant. |

| ARC # | Adjudication Reason Code Description |
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| 055 | Diagnostic X-rays fully depicting subject tooth (teeth) are required for intraoral surgical procedures. |
| 056 | A tuberosity reduction is not a benefit in the same quadrant in which extractions and/or an alveoloplasty or alveoloplasty with ridge extension unless justified by documentation. |
| 057 | Procedure is only payable to a certified oral pathologist and requires a pathology report. |
| 058 | Procedure is a benefit for anterior permanent teeth only. |
| 059 | Procedure allowed per Current Procedural Terminology (CPT) code description. |
| 060 | Procedure D9410 is payable only when associated with procedures that are a payable benefit. |
| DRUGS | |
| 063 | Only the most profound level of anesthesia is payable per date of service. This procedure is considered global and is included in the fee for the allowed anesthesia procedure. |
| 064 | A benefit only for oral, patch, intramuscular or subcutaneous routes of administration. |
| 065 | Procedure 300 is a benefit only for injectable therapeutic drugs, when properly documented. |
| 066 | The need for 301 must be justified and documented. |
| 067 | Procedure 301 requires prior authorization for beneficiaries 13 years of age or older and documentation of mental or physical handicap. |
| 068 | Procedure 400 is not a benefit except when the use of local anesthetic is contraindicated or cannot be used as the primary agent. The need for general anesthesia must be documented and justified. |
| 069 | Procedure is not a benefit when all additional services are denied or when there are no additional services submitted for the same date of service. |
| 070 | Anesthesia procedures are not payable when diagnostic procedures are the only services provided and the medical necessity is not justified. |
| 071 | Intravenous Sedation or General Anesthesia is not deemed medically necessary based on the treatment plan and/or documentation submitted. Please submit additional documentation to justify the medical necessity for IV Sedation/GA or attempt treatment under a less profound sedation modality. |
| 071A | Behavior Modification (D9920) is not payable when sedation is used as a behavior modification modality. |
| 071B | Behavior Modification (D9920) is only payable when the patient is a special needs patient that requires additional time for a dental visit. |
| 071C | Documentation submitted does not adequately describe the patient's medical condition that requires additional time for a dental visit. |

| ARC # | Adjudication Reason Code Description |
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| 071D | This procedure does not have a fee in the Schedule of Maximum Allowance and is not payable through a claim submission. Please see https://dental.dhcs.ca.gov/Dental_Providers/Denti-Cal/Dental_Case_Management_Program/ for further instructions. |
| PERIODONTICS | |
| 072 | Periodontal procedure requires documentation specifying the definitive periodontal diagnosis. |
| 073 | Periodontal chart not current. |
| 073A | Periodontal chart not current. Older than 14 months. |
| 073B | Periodontal chart not current. Periodontal treatment performed after charting date. |
| 073C | Periodontal chart not current. Charting date missing or illegible. |
| 073D | Periodontal chart not current. Charting date invalid or dated in the future. |
| 073E | Periodontal chart not current. Older than 12 months |
| 074A | Periodontal procedure disallowed due to inadequate charting of: Pocket depths. |
| 074B | Periodontal procedure disallowed due to inadequate charting of: Mobility. |
| 074C | Periodontal procedure disallowed due to inadequate charting of: Teeth to be extracted. |
| 074D | Periodontal procedure disallowed due to inadequate charting of: Two or more of the above. |
| 075 | Procedure 451 must be documented as to the emergency condition and the definitive treatment provided. |
| 076 | A benefit twice in a 12-month period per provider. |
| 077 | Periodontal procedures 452, 472, 473, and 474 are not benefits for beneficiaries under 18 years of age except for cases of drug-induced hyperplasia. |
| 077A | Periodontal procedures are not benefits for patients under 13 years of age except when unusual circumstances exist and the medical necessity is documented. |
| 078 | Procedure 452 is a full mouth treatment not authorized by arch or quadrant. |
| 079 | Multiples of Procedure 452 must be performed on different days. |
| 080 | A prophy or prophy and fluoride procedure is not payable on the same date of service as a surgical periodontal procedure. |
| 081 | Periodontal procedure cannot be justified on the basis of pocket depth, bone loss, and/or degree of deposits as evidenced by the submitted radiographs. |
| 081A | Periodontal evaluation chart does not coincide with submitted radiographic evidence. |
| 082 | Procedure 453 is considered part of completed prosthodontics and/or multiple restorations involving occlusal surfaces. |

| ARC # | Adjudication Reason Code Description |
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| 083 | Procedures 472 and 473 may be a benefit following procedure 452 and when the 6-9 month postoperative charting justifies need. |
| 083A | Surgical periodontal procedure cannot be authorized within 30 days following periodontal scaling and root planing for the same quadrant. |
| 084 | Procedure 452, 472, 473, and 474 are not payable as emergency procedures. |
| 085 | Procedure 452 requires a minimum of a 3-month healing period prior to evaluation for another 452. |
| 085A | Periodontal post-operative care is not a benefit when requested within 3 months by the same provider. |
| 085B | Only one Scaling and Root Planing, or Perio Maintenance or Prophylaxis procedure is allowable within the same calendar quarter. |
| 086 | Periodontal scaling and root planing must be performed within 24 months prior to authorization of a surgical periodontal procedure for the same quadrant. |
| 086A | Perio Maintenance is a benefit only when Scaling and Root Planing has been performed within 24 months. |
| 086B | Full Mouth Debridement is not payable when rendered within 24 months of a scaling and root planning. |
| 087 | Unscheduled dressing change is payable only when the periodontal procedure has been allowed by the program. |
| 087A | Unscheduled dressing change is not payable to the same provider who performed the surgical periodontal procedure. |
| 087B | Unscheduled dressing change is not payable after 30 days from the date of the surgical periodontal procedure. |
| 088 | Procedure is a benefit once per quadrant every 24 months. |
| 088A | Procedure is a benefit once per quadrant every 36 months. |
| 089 | Procedure is not a benefit for periodontal grafting. |
| ENDODONTICS | |
| 090 | Procedure 503 is not a benefit when permanent restorations are placed before a reasonable length of time following Procedure 503. |
| 091 | Procedure(s) require diagnostic radiographs depicting entire subject tooth. |
| 091A | Procedure(s) require diagnostic radiographs depicting entire subject tooth. Procedure requires diagnostic X-rays depicting furcation. |
| 092 | Payment request for root canal treatment and apicoectomy must be accompanied by a final treatment radiograph and include necessary postoperative care within 90 days. |
| 093A | Endodontic procedure is not payable when root canal filling underfilled. |
| 093B | Endodontic procedure is not payable when root canal filling overfilled. |
| 093C | Endodontic procedure is not payable when: Incomplete apical treatment due to inadequate retrograde fill and/or sealing of the apex. |

| ARC # | Adjudication Reason Code Description |
|--------------------|--|
| 093D | Endodontic procedure is not payable when: Root canal filling is undercondensed. |
| 093E | Endodontic procedure is not payable when: Root canal has been filled with silver points. Silver points are not an acceptable filling material. |
| 093F | Endodontic procedure is not payable when: Root canal therapy has resulted in the gross destruction of the root or crown. |
| 094 | Crowns on endodontically treated teeth may be considered for authorization following the satisfactory completion of root canal therapy. Submit a new request for authorization on a separate TAR with the final endodontic radiograph. |
| 095 | Procedure 530 submitted is not allowed. Procedure 511, 512 or 513 is authorized per X-ray appearance. |
| 096 | Procedure not a benefit in conjunction with a full denture or overdenture. |
| 097 | Need for root canal procedure not evident per radiograph appearance, or documentation submitted. |
| 098 | Procedures 530 and 531 include retrograde filling. |
| 099 | A benefit once per tooth in a six-month period per provider. |
| 100 | Procedure is not a benefit for an endodontically treated tooth. |
| 101 | This procedure requires a prerequisite procedure. |
| 101A | Procedure D9999 documented for a live interaction associated with Teledentistry is only payable when procedure D0999 has been rendered. |
| RESTORATIVE | |
| 109 | Procedures D2161, D2335, D2390 and D2394 are the maximum allowances for all restorations of the same material placed in a single tooth for the same date of service. |
| 110 | Procedures 603, 614, 641 and 646 are the maximum allowance for all restorations placed in a single tooth for each episode of treatment. |
| 111 | Payment is made for an individual surface once for the same date of service regardless of the number or combinations of restorations or materials placed on that surface. |
| 112 | Separate restorations of the same material on the same tooth will be considered as connected for payment purposes. |
| 113 | Tooth does not meet the Manual of Criteria for a laboratory processed crown. Please re-evaluate for alternate treatment. |
| 113A | Per history, radiographs or photographs, it has been determined that this tooth has been recently restored with a restoration or pre-fabricated crown. |
| 113B | Per radiographs, the tooth/eruption pattern is developmentally immature. Please reevaluate for alternate treatment. |
| 113C | Laboratory processed crowns for adults are not a benefit for posterior teeth except as abutments for any fixed prosthesis or removable prosthesis with cast clasps or rests. Please reevaluate for alternate treatment. |

| ARC # | Adjudication Reason Code Description |
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| 113E | Prefabricated crowns are not a benefit as abutments for any removable prosthesis with cast clasps or rests. Please reevaluate for a laboratory processed crown. |
| 113F | Per history, radiographs or photographs, it has been determined that this tooth has been recently restored with a pre-fabricated or laboratory processed crown and the need for the restoration is not justified. |
| 114 | Tooth and soft tissue preparation, crown lengthening, cement bases, build-ups, bonding agents, occlusal adjustments, local anesthesia and other associated procedures are included in the fee for a completed restorative service. |
| 115 | Amalgam or plastic build-ups are included in the allowance for the completed restorations. |
| 116 | Procedures 640/641 are only benefits when placed in anterior teeth or in the buccal (facial) of bicuspid. |
| 117 | Procedure not a benefit for a primary tooth near exfoliation. |
| 118 | Proximal restorations in anterior teeth are paid as single surface restorations. |
| 119 | Payment/Authorization cannot be made as caries not clinically verified by a Clinical Screening Consultant. |
| 120 | A panoramic film alone is considered non-diagnostic for authorization or payment of restorative, endodontic, periodontic, fixed and removable partial prosthodontic procedures. |
| 121 | Radiographs do not substantiate immediate need for restoration of surface(s) requested. |
| 121A | Neither radiographs nor photographs substantiate immediate need for restoration of surface(s) requested. |
| 122 | Tooth does not meet the Manual of Criteria for a prefabricated crown. |
| 123 | Radiograph or photograph does not depict the entire crown or tooth to verify the requested surfaces or procedure. |
| 124 | Radiograph or photograph indicate additional surface(s) require treatment. |
| 124A | Decay not evident on requested surface(s), but decay evident on other surface(s). |
| 125 | Replacement restorations are not a benefit within 12 months on primary teeth and within 24 months on permanent teeth. |
| 125A | Replacement restorations are not a benefit within 12 months on primary teeth and within 36 months on permanent teeth. |
| 125B | Replacement of otherwise satisfactory amalgam restorations is not a benefit unless a specific allergy has been documented by a medical specialist (allergist). |
| 126 | Fillings, stainless steel crowns and/or therapeutic pulpotomies in deciduous lower incisors are not payable when the child is over five years of age. |

| ARC # | Adjudication Reason Code Description |
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| 127 | Pin retention is not a benefit for a permanent tooth when a prefabricated or laboratory-processed crown is used to restore the tooth. |
| 128 | Cast and prefabricated posts are benefits in endodontically treated devitalized permanent teeth only when crowns have been authorized and/or paid by the program. |
| 129 | Procedure is a benefit once in a 5-year period except when special circumstances are adequately documented. |
| 130 | Payment for a crown or fixed partial denture is made only upon final cementation regardless of documentation. |
| 131 | Procedure is a benefit only in cases of extensive coronal destruction. |
| 132 | Procedure 640/641 has been allowed but priced at zero due to the reduced SMA effective July 1, 1995. |
| 133 | Procedure not allowed due to denial of a root canal filled with silver points. |
| 134 | This change reflects the maximum benefit for a filling, (Procedure 600-614) placed on a posterior tooth regardless of the material placed, i.e. amalgam, composite resin, glass ionomer cement, or resin ionomer cement. |
| 135 | Procedure not a benefit for third molars unless the third molar occupies the first or second molar position or is an abutment for an existing removable partial denture with cast clasps or rests. |
| 136 | Procedure not a benefit for prefabricated crowns. |
| PROSTHODONTICS | |
| 137 | Procedure has been performed previously in less than the 5-year policy period. The request has been allowed under special circumstances per documentation. |
| 138 | Partial payment for an undeliverable prosthesis requires the reason for non-delivery to be adequately documented and a laboratory invoice indicating the prosthesis was processed. |
| 139 | Payment adjustment reflects 80% of the SMA for an undeliverable prosthesis. The prosthesis must be kept in a deliverable condition for at least one year. |
| 140 | Payment adjustment reflects 20% of the SMA for delivery only of a previously undeliverable prosthesis. |
| 141 | Procedure 724 includes relines, additions to denture base to make appliance serviceable such as repairs, tooth replacement and/or resetting of teeth as necessary. |
| 142 | A prosthesis has been paid within the last 12 months. Please refer the patient to the original provider and/or Beneficiary Services at 1 (800) 322-6384. |
| 143 | Authorization not granted for a replacement prosthesis within a five-year period. Insufficient documentation substantiating need for prosthesis to prevent a significant disability or prosthesis loss/destruction beyond patient's control. |

| ARC # | Adjudication Reason Code Description |
|--------------|---|
| 144 | Procedure 720 is a benefit once per visit per day and when documented to describe the specific denture adjustment location. |
| 145 | Please submit a separate request for authorization of Procedure 722 when ready to reline denture. |
| 146 | A removable partial denture includes all necessary clasps, rests and teeth. |
| 147 | Cast framework partial denture is only a benefit when necessary to balance on opposing full denture. |
| 148 | Sufficient teeth are present for the balance of the opposing prosthesis. |
| 149 | Procedure 706 is a benefit only when necessary to replace a missing anterior permanent tooth (teeth). |
| 149A | A resin base partial denture is a benefit only when there is a missing anterior tooth and/or there is compromised posterior balanced occlusion. |
| 150 | Procedure 722 disallowed; allowance for Procedure 721 is maximum benefit for reline of stayplate. |
| 151 | This procedure is not a benefit for a resin base partial denture. |
| 152 | Relines are a benefit 6 months following an immediate prosthesis (with extractions). |
| 153 | Relines are a benefit 12 months following a non-immediate prosthesis (without extractions). |
| 154 | Tissue conditioning is not a benefit when dated the same date of service as a non-immediate prosthetic appliance or reline. |
| 155 | Procedure requires a properly completed prosthetic DC054 form. |
| 155A | Procedure requires a properly completed Prosthetic DC054 Form. Information submitted on the DC054 Form does not justify the need for prosthesis. |
| 155B | Procedure requires a properly completed Prosthetic DC054 Form. The information submitted on the DC054 Form does not match the information on the TAR (Treatment Authorization Request). |
| 155C | Procedure requires a properly completed Prosthetic DC054 Form. Teeth to be replaced and clasped are not indicated or are in conflict on the DC054 Form. |
| 156 | Evaluation of a removable prosthesis on a maintenance basis is not a benefit. |
| 157 | A laboratory invoice is required for payment. |
| 160 | Laboratory or chairside relines are a benefit once in a 12-month period per arch. |
| 161 | Procedure 722 is a benefit once in a 12-month period per arch. |
| 161A | Procedure 724 is not a benefit within 12 months of procedure 722, same arch. |
| 161B | Procedure 722 is not a benefit within 12 months of procedure 724, same arch. |

| ARC # | Adjudication Reason Code Description |
|--------------------------|---|
| 162 | Patient's existing prosthesis is adequate at this time. |
| 163 | Patient returning to original provider for correction and/or modifications of requested procedure(s). |
| 164 | Prosthesis serviceable by laboratory reline. |
| 165 | Existing prosthesis can be made serviceable by denture duplication ("jump", "reconstruction"). |
| 166 | The procedure has been modified to reflect the allowable benefit and may be provided at your discretion. |
| 168A | Patient does not wish extractions or any other dental services at this time. |
| 168B | Patient has selected different provider for treatment. |
| 169 | Procedure 723 is limited to two per appliance in a full 12-month period. |
| 169A | Procedure is limited to two per prosthesis in a 36-month period. |
| 170 | A reline, tissue conditioning, repair, or an adjustment is not a benefit without an existing prosthesis. |
| 171 | The repair or adjustment of a removable prosthesis is a benefit twice in a 12-month period, per provider. |
| 172 | Payment for a prosthesis is made upon insertion of that prosthesis. |
| 173 | Prosthetic appliances (full dentures, partial dentures, reconstructions, and stayplates) are a benefit once in any five-year period. |
| 174 | Procedure 724 is a benefit only when the existing denture is at least two years old. |
| 175 | The fee allowed for any removable prosthetic appliance, reline, reconstruction or repair includes all adjustments and post-operative exams necessary for 12 months. |
| 175A | The fee allowed for any removable prosthesis, reline, tissue conditioning, or repair includes all adjustments and post-operative exams necessary for 6 months. |
| 176 | Per radiographs, insufficient tooth space present for the requested procedure. |
| 177 | New prosthesis cannot be authorized. Patient's dental history shows prosthesis made in recent years has been unsatisfactory for reasons that are not remediable. |
| 178 | The procedure submitted is no longer a benefit under the current criteria manual. The procedure allowed is the equivalent to that submitted under the current Schedule of Maximum Allowances and criteria manual. |
| 179 | Procedure requires prior authorization and cannot be considered as an emergency condition. |
| 180 | Patient cancelled his/her scheduled clinical screening. Please contact patient for further information. |
| SPACE MAINTAINERS | |

| ARC # | Adjudication Reason Code Description |
|-----------------------------|---|
| 191 | Radiograph depicts insufficient space for eruption of the permanent tooth/teeth. |
| 192 | Procedure not a benefit when the permanent tooth/teeth are near eruption or congenitally missing. |
| 193 | Replacement of previously provided space maintainer is a benefit only when justified by documentation. |
| 194 | Tongue thrusting and thumb sucking appliances are not benefits for children with erupted permanent incisors. |
| 195 | A space maintainer is not a benefit for the upper or lower anterior region. |
| 196 | Procedure not a benefit for orthodontic services, including tooth guidance appliances. |
| 197 | Procedure requested is not a benefit when only one tooth space is involved or qualifies. Maximum benefit has been allowed. |
| 197A | Procedure is only a benefit to maintain the space of a single primary molar. |
| ORTHODONTIC SERVICES | |
| 198 | Procedure is not a benefit when the active phase of treatment has not been completed. |
| 199 | Patients under age 13 with mixed dentition do not qualify for handicapping orthodontic malocclusion treatment. |
| 200 | Adjustments of banding and/or appliances are allowable once per calendar month. |
| 200A | Adjustments of banding and/or appliances are allowable once per quarter. |
| 200B | Procedure D8670 is payable the next calendar month following the date of service for Procedure D8080. |
| 200C | Procedure D8670 and D8680 are not payable for the same date of service. |
| 201 | Procedure 599 - Retainer replacements are allowed only on a one-time basis. |
| 201A | Replacement retainer is a benefit only within 24 months of procedure D8680. |
| 202 | Procedure is a benefit only once per patient. |
| 203 | Procedure 560 is a benefit once for each dentition phase for cleft palate orthodontic services. |
| 204 | Procedures 552, 562, 570, 580, 591, 595 and 596 for banding and materials are payable only on a one-time basis unless an unusual situation is documented and justified. |
| 205 | Procedures 556 and 592 are allowable once in three months. |
| 205A | Pre-orthodontic visits are payable for facial growth management cases once every three months prior to the beginning of the active phase of orthodontic treatment. |
| 206 | Anterior crossbite not causing clinical attachment loss and recession of the gingival margin. |

| ARC # | Adjudication Reason Code Description |
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| 207 | Deep overbite not destroying the soft tissue of the palate. |
| 208 | Both anterior crowding and anterior ectopic eruption counted in HLD index. |
| 209 | Posterior bilateral crossbite has no point value on HLD index. |
| MAXILLOFACIAL SERVICES | |
| 210 | TMJ X-rays - Procedure 955 is limited to twice in 12 months. |
| 211 | Procedures 950 and 952 allowed once per dentist per 12-month period. |
| 212 | In the management of temporomandibular joint dysfunction, symptomatic care over a period of three months must be provided prior to major definitive care. |
| 213 | Procedure 952 is intended for cleft palate and maxillofacial prosthodontic cases. |
| 214 | Procedure must be submitted and requires six views of condyles – open, closed, and rest on the right and left side. |
| 215 | Overjet is not greater than 9mm or the reverse overjet is not greater than 3.5mm. |
| 216 | Documentation submitted does not qualify for severe traumatic deviation, cleft palate or facial growth management. |
| 217 | Procedures 962, 964, 966 and 968 require complete history with documentation for individual case requirements. Documentation and case presentation is not complete. |
| 218 | Procedures 962, 964, 966 and 968 include all follow-up and adjustments for 90 days. |
| 220 | Procedures 970 and 971 include all follow-up and adjustments for 90 days. |
| 221 | Procedure is a benefit only when orthodontic treatment has been allowed by the program. |
| 222 | Inadequate description or documentation of appliance to justify requested prosthesis. |
| 223 | Procedure is a benefit only when the orthodontic treatment is authorized. |
| 224 | Photograph of appliance required upon payment request. |
| 225 | Procedure 977 requires complete case work-up with accompanying photographs. Documentation inadequate. |
| 226 | Procedure D8692 is a benefit only when procedure D8680 has been paid by the program. |
| 227 | Splints and stents are part of the global fee for surgical procedure unless they are extremely complex. Supporting documentation missing. |
| 228 | When requesting payment, submit documentation for exact amount of hydroxylapatite material (in grams) used on this patient unless your hospital has provided the material. |
| 229 | Procedure 979 (radiation therapy fluoride carriers) is a benefit only when radiation therapy is documented. |

| ARC # | Adjudication Reason Code Description |
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| 230 | Procedure is not a benefit for acupuncture, acupressure, biofeedback, or hypnosis. |
| 233 | Procedure 985 requires prior authorization. |
| 234 | Allowance for grafting procedures includes harvesting at donor site. |
| 235 | Degree of functional deficiency does not justify requested procedure. |
| 236 | Genioplasty is a benefit only when required to complete restoration of functional deficiency. Requested procedure is cosmetic in nature and does not have a functional component. |
| 237 | A vestibuloplasty is a benefit only when X-rays and models demonstrate insufficient alveolar process to support a full upper denture or full lower denture. Diagnostic material submitted reveals adequate bony support for prosthesis. |
| 238 | Procedure 990 must be accompanied by a copy of occlusal analysis or study models identifying procedures to convert lateral to vertical forces, correct prematurities, and establish symmetrical contact. |
| 241 | Allowance for splints and/or stents includes all necessary adjustments. |
| 242 | Procedure 996 Request for payment requires submission of adequate narrative documentation. |
| 243 | Procedure is a benefit six times in a three-month period. |
| 245 | Authorization disallowed as diagnostic information insufficient to identify TMJ syndrome. |
| 246 | Except in documented emergencies, all unlisted therapeutic services (Procedure 998) require prior authorization with sufficient diagnostic and supportive material to justify request. |
| 247 | Osteotomies on patients under age 16 are not a benefit unless mitigating circumstances exist and are fully documented. |
| 248 | Procedure is not a benefit for the treatment of bruxism in the absence of TMJ dysfunction. |
| 249 | Payment for the assistant surgeon is not payable to the provider who performed the surgical procedures. Payment request must be submitted under the assistant surgeon's provider number. |
| 250 | Procedure 995 is a benefit once in 24 months. |
| 251 | Documentation for Procedure 992 or 994 is inadequate. |
| 253 | Combination of Procedures 970, 971 and Procedure 978 are limited to once in six months without sufficient documentation. |
| 254 | Procedure disallowed due to absence of one of the following: "CCS approved" stamp, signature, and/or date. |
| 255 | Procedure disallowed due to dentition phase not indicated. |
| 256 | The orthodontic procedure requested has already received CCS authorization. Submit a claim to CCS when the procedure has been rendered. |

| ARC # | Adjudication Reason Code Description |
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| 257 | Procedure is not a benefit for Medi-Cal beneficiaries through the CCS program. |
| MISCELLANEOUS | |
| 258 | Functional limitations or health condition of the patient preclude(s) requested procedure. |
| 259A | Procedure not a benefit within 6 months to the same provider. |
| 259B | Procedure not a benefit within 12 months to the same provider. |
| 259C | Procedure not a benefit within 36 months to the same provider. |
| 259D | Procedure not a benefit within 24 months to the same provider. |
| 259E | Procedure not a benefit within 12 months of the initial placement or a previous recementation to the same provider. |
| 260 | The requested tooth, surface, arch, or quadrant is not a benefit for this procedure. |
| 261 | Procedure is not a benefit of this program. |
| 261A | Procedure code is missing or is not a valid code. |
| 261B | CDT codes are not valid for this date of service. |
| 261C | The billed procedure cannot be processed. Request for payment contains both local and CDT codes. Submit this procedure code on a new claim. |
| 262 | Procedure requested is not a benefit for children. |
| 263 | Procedure requested is not a benefit for adults. |
| 264 | Procedure requested is not a benefit for primary teeth. |
| 265 | Procedure requested is not a benefit for permanent teeth. |
| 266A | Payment and/or prior authorization disallowed. Radiographs or photographs are not current. |
| 266B | Payment and/or prior authorization disallowed. Lack of radiographs. |
| 266C | Payment and/or prior authorization disallowed. Radiographs or photographs are non-diagnostic for the requested procedure. |
| 266D | Payment and/or prior authorization disallowed. Procedure requires current radiographs of the remaining teeth for evaluation of the arches. |
| 266E | Payment and/or prior authorization disallowed. Lack of postoperative radiographs. |
| 266F | Payment and/or prior authorization disallowed. Procedure requires current periapicals of the involved areas for the requested quadrant and arch films. |
| 266G | Payment and/or prior authorization disallowed. Unable to evaluate treatment. Photographs, digitized images, paper copies, or duplicate radiographs are not labeled adequately to determine right or left, or individual tooth numbers. |
| 266H | Payment and/or prior authorization disallowed. Radiographs submitted to establish arch integrity are non-diagnostic. |

| ARC # | Adjudication Reason Code Description |
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| 266I | Payment and/or prior authorization disallowed. Radiographs are non-diagnostic due to poor X-ray processing or duplication. |
| 266J | Payment and/or prior authorization disallowed. Radiographs are non-diagnostic due to elongation. |
| 266K | Payment and/or prior authorization disallowed. Radiographs are non-diagnostic due to foreshortening. |
| 266L | Payment and/or prior authorization disallowed. Radiographs are non-diagnostic due to overlapping or cone cutting. |
| 266M | Current periapical radiographs of the tooth along with arch films to establish arch integrity are required. |
| 266N | Payment and/or prior authorization disallowed. Pre-operative radiographs are required. |
| 266P | Payment and/or prior authorization disallowed. Photographs are required. |
| 267 | Documentation not submitted. |
| 267A | Description of service, procedure code and/or documentation are in conflict with each other. |
| 267B | Documentation insufficient/not submitted. Services disallowed. Required periodontal chart incomplete/not submitted. |
| 267C | Documentation insufficient/not submitted. Services disallowed. Documentation is illegible. |
| 267D | Documentation insufficient/not submitted. Study models not submitted. |
| 267E | Denied by Prior Authorization/Special Claims Review Unit. Patient's record of treatment appears to be altered. Services disallowed. |
| 267F | Denied by Prior Authorization/Special Claims Review Unit. Patient's record of treatment not submitted. Services disallowed. |
| 267G | Denied by Prior Authorization/Special Claims Review Unit. Information on patient's record of treatment is not consistent with claim/NOA. |
| 267H | All required documentation, radiographs and photographs must be submitted with the claim inquiry form. |
| 267I | Documentation submitted is incomplete. |
| 268 | Per radiographs, documentation or photographs, the need for the procedure is not medically necessary. |
| 268A | Per radiographs, photographs, or study models, the need for the procedure is not medically necessary. The Handicapping Labio-Lingual Deviation Index (HLD Index) score does not meet the criteria to qualify for orthodontic treatment. |
| 268B | The requested procedure is not medically necessary precedent to the documented medical treatment and is not a covered benefit. |
| 268C | The requested procedure is not medically necessary precedent to the documented medical treatment and is not a covered benefit. Please re-evaluate fo a FRADS that may be a covered benefit. |

| ARC # | Adjudication Reason Code Description |
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| 269A | Procedure denied for the following reason: Included in the fee for another procedure and is not payable separately. |
| 269B | Procedure denied for the following reason: This procedure is not allowable in conjunction with another procedure. |
| 269C | Procedure denied for the following reason: Associated with another denied procedure. |
| 270 | Procedure has been modified based on the description of service, procedure code, tooth number or surface(s), or documentation. |
| 271A | Procedure is disallowed due to the following: Bone loss, mobility, periodontal pathology. |
| 271B | Procedure is disallowed due to the following: Apical radiolucency. |
| 271C | Procedure is disallowed due to the following: Arch lacks integrity. |
| 271D | Procedure is disallowed due to the following: Evidence or history of recurrent or rampant caries. |
| 271E | Procedure is disallowed due to the following: Tooth/teeth have poor prognosis. |
| 271F | Procedure is disallowed due to the following: Gross destruction of crown or root. |
| 271G | Procedure is disallowed due to the following: Tooth has no potential for occlusal function and/or is hyper-erupted. |
| 271H | Procedure is disallowed due to the following: The replacement of tooth structure lost by attrition, abrasion or erosion is not a covered benefit. |
| 271I | Procedure is disallowed due to the following: Permanent tooth has deep caries that appears to encroach the pulp. Periapical is required. |
| 271J | Procedure is disallowed due to the following: Primary tooth has deep caries that appears to encroach the pulp. Radiograph inadequate to evaluate periapical or furcation area. |
| 272 | Tooth not present on radiograph. |
| 272A | Per radiograph, tooth is unerupted. |
| 272B | Radiographs and/or documentation reveals that tooth number may be incorrect. |
| 273 | Procedure denied as beneficiary is returning to original provider. |
| 274 | Comprehensive (full mouth) treatment plan is required for consideration of services requested. |
| 274A | Incomplete treatment plan submitted. Opposing dentition lacks integrity. Consider full denture for opposing arch. |
| 274B | Authorized treatment plan has been altered; therefore, payment is disallowed. |
| 274C | Incomplete treatment plan submitted. Opposing prosthesis is inadequate. |
| 274D | Incomplete treatment plan submitted. All orthodontic procedures for active treatment must be listed on the same TAR. |

| ARC # | Adjudication Reason Code Description |
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| 275 | This procedure has been modified/disallowed to reflect the maximum benefit under this program. |
| 276 | Procedures, appliances, or restorations (other than those for replacement of structure loss from caries) which alter, restore or maintain occlusion are not benefits. |
| 277 | Orthodontics for handicapping malocclusion submitted through the CCS program for Medi-Cal beneficiaries are not payable by Denti-Cal. |
| 278 | Preventive control programs are included in the global fee. |
| 279 | Procedure(s) beyond scope of program. If you wish, submit alternate treatment plan. |
| 280 | Not payable when condition is asymptomatic. |
| 281 | Services solely for esthetic purposes are not benefits. |
| 282 | By-report procedure documentation missing or insufficient for payment calculations. |
| 283 | Payment amount determined from documentation submitted for this by-report procedure. |
| 284 | Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) can be considered. |
| 284A | Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) may be made. Restorative treatment incomplete. |
| 284B | Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) may be made. Crown treatment incomplete. |
| 284C | Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) can be considered. Endodontic treatment is necessary. |
| 284D | Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) can be considered. Additional extraction(s) are necessary. |
| 284E | Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) may be made. Two or more of the above pertain to your case. |
| 285 | Procedure does not show evidence of a reasonable period of longevity. |
| 285A | Procedure does not show evidence of a reasonable period of longevity. Submit alternate treatment plan, if you wish. |
| 286 | Procedure previously rendered. |
| 287 | Allowance made for alternate procedure per documentation, radiographs, photographs and/or history. |
| 287A | Allowance made for alternate procedure per documentation, radiographs and/or photos. Due to patient's age allowance made for permanent restoration on an over retained primary tooth. |

| ARC # | Adjudication Reason Code Description |
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| 288 | Procedure cannot be considered an emergency. |
| 289 | Procedure requires prior authorization. |
| 290 | All services performed in a skilled nursing or intermediate care facility, except diagnostic and emergency services, require prior authorization. |
| 291 | Per date of service, procedure was completed prior to date of authorization. |
| 292 | Per documentation or radiographs, procedure requiring prior authorization has already been completed. |
| 293 | Per radiographs, procedure requested is inadequate to correct problem. Please submit alternate treatment plan. |
| 293A | Radiographs reveal open, underformed apices. Authorization for root canal therapy will be considered after radiographic evidence of apex closure following apexification. |
| 293B | Per radiographs, procedure requested is inadequate to correct problem. Please submit alternate treatment plan. Re-evaluate for apicoectomy. |
| 293C | Per radiographs, procedure requested is inadequate to correct problem. Please submit alternate treatment plan. Root canal should be retreated by conventional endodontics before apical surgery is considered. |
| 293D | Reevaluate for extraction of primary tooth. Radiolucency evident in periapical or furcation area. |
| 294 | Authorization disallowed as patient did not appear for a scheduled clinical screening. |
| 294A | Authorization disallowed as patient failed to bring existing prosthesis to the clinical screening. |
| 295 | Payment cannot be made for services provided after the initial receipt date, because the patient failed the scheduled screening appointment. |
| 296 | Patient exhibits lack of motivation to maintain oral hygiene necessary to justify requested services. |
| 297 | Procedure 803 not covered as a separate item. Global fee where a benefit. |
| 298 | A fee for completion of forms is not a covered benefit. |
| 299 | Complete denture procedures have been rendered/authorized for the same arch. |
| 299A | Extraction procedure has been rendered/authorized for the same tooth. |
| 300 | Procedure recently authorized to your office. |
| 300A | Procedure recently authorized to a different provider. Please submit a letter from the patient if he/she wishes to remain with your office. |
| 301 | Procedure(s) billed or requested are a benefit once per patient, per provider, per year. |
| 302 | Procedure is not a benefit as coded. Use only one tooth number, one date of service and one procedure number per line. |
| 303 | Fixed Partial Dentures are only allowable under special circumstances as defined in the Manual of Dental Criteria. |

| ARC # | Adjudication Reason Code Description |
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| 303A | Fixed Partial Dentures are not a benefit when the number of missing teeth in the posterior quadrant(s) do not significantly impact the patient's masticatory ability. |
| 304 | Mixture of three-digit, four-digit and five-digit procedure codes is not allowed. |
| 305 | Procedure not a benefit for tooth/arch/quad indicated. |
| 307 | Payment for procedure disallowed per post-operative radiograph evaluation and/or clinical screening. |
| 307A | Per post-operative radiograph(s), payment for procedure disallowed: Poor quality of treatment. |
| 307B | Per post-operative radiograph(s), payment for procedure disallowed: Procedure not completed as billed. |
| 308 | Procedure disallowed due to a beneficiary identification conflict. |
| 309 | Procedures being denied on this claim/TAR due to full denture or extraction procedure(s) previously paid/authorized for the same tooth/arch. |
| 310 | Procedure cannot be authorized as it was granted to the patient under the Fair Hearing process. Please contact the patient. |
| 311 | Procedure cannot be evaluated at the present time because it is currently pending a Fair Hearing decision. |
| PAYMENT POLICY | |
| 312 | Certified orthodontist not associated to this service office. |
| 313 | Payment and/or prior authorization disallowed. Your response to the RTD was invalid or incomplete. |
| 313A | Payment and/or prior authorization disallowed. Your response to the RTD was invalid or incomplete. No other coverage EOB/RA, fee schedule or proof of denial submitted. |
| 313B | Payment and/or prior authorization disallowed. Your response to the RTD was invalid or incomplete. No EOMB or proof of Medicare eligibility. |
| 313C | Payment and/or prior authorization disallowed. Your response to the RTD was invalid or incomplete. Missing/invalid rendering provider ID. |
| 313D | Study models submitted are non-diagnostic, untrimmed, or broken. |
| 313E | Payment and/or prior authorization disallowed. Your response to the RTD was invalid or incomplete. PM 160 sent exceeded 36 months from date of issue. |
| 314A | Per radiographs or documentation, please re-evaluate for: Complete upper denture. |
| 314B | Per radiographs or documentation, please re-evaluate for: Complete lower denture. |
| 314C | Per radiographs or documentation, please re-evaluate for: Resin base partial denture. |

| ARC # | Adjudication Reason Code Description |
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| 314D | Per radiographs or documentation, please re-evaluate for: Cast metal framework partial denture. |
| 314E | Per radiographs or documentation, please re-evaluate for: Procedure 706 |
| 314F | Per radiographs or documentation, please re-evaluate for: Procedure 708 |
| 315 | The correction(s) have been made based on the information submitted on the CIF. Payment cannot be made because the CIF was received over 6 months from the date of the EOB. |
| 316 | Payment disallowed. Request received over 12 months from end of month service was performed. |
| 317 | Request for re-evaluation is not granted. Resubmit undated services on a new Treatment Authorization Request (TAR). |
| 317A | Orthodontic NOAs cannot be extended. Submit a new Treatment Authorization Request (TAR) to reauthorize the remaining orthodontic treatment. |
| 317B | Request for reevaluation is not granted due to local and CDT codes on the same document. Resubmit undated service(s) on a new Treatment Authorization Request (TAR). |
| 318 | Recipient eligibility not established for dates of services. |
| 318A | Recipient eligibility not established for dates of services. Share of cost unmet. |
| 319 | Rendering or billing provider NPI/ID not on file. |
| 319A | The submitted rendering provider NPI is not registered with Denti-Cal. Prior to requesting re-adjudication for a dated, denied procedure on a Claim Inquiry Form (CIF), the rendering provider NPI must be registered with Denti-Cal. |
| 320 | Rendering or billing provider not enrolled for date of service. |
| 320A | Rendering or billing provider is not enrolled as a certified orthodontist. |
| 320B | The billing provider has discontinued practicing at this office location for these Dates of Service. |
| 320C | Rendering provider has not submitted a proper attestation package. |
| 321 | Recipient benefits do not include dental services. |
| 322 | Out-of-state services require authorization or an emergency certification statement; payment cannot be made. |
| 323 | Authorization period for this procedure as indicated on the top portion of the Notice of Authorization form has expired. |
| 324 | Payment cannot be made as prior authorization made to another dentist. Authorization for services is not transferable. |
| 325 | Per documentation, service does not qualify as an emergency. For adult beneficiaries, payment may reflect the maximum allowable under the beneficiary services dental cap. |

| ARC # | Adjudication Reason Code Description |
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| 326 | Procedures being denied on this document due to invalid response to the RTD or, if applicable, failure to provide radiographs/attachments for this EDI document. |
| 326A | Procedures being denied on this claim/TAR due to invalid or missing provider signature on the RTD. Rubber stamp or other facsimile of signature cannot be accepted. |
| 327 | Payment cannot be made; our records indicate patient deceased. |
| 328 | Request for partial payment is not granted. Delete undated services and submit them on a new TAR form. |
| 329 | Extension of time is granted once after the original TAR authorization without justification of need for extension. |
| 330 | Recipient is enrolled in a managed care program (MCP, PHP, GMC, HMO, or DMC) which includes dental benefits. |
| 330A | Beneficiary is not eligible for Medi-Cal dental benefits. Verify beneficiary's enrollment in Healthy Families which may include dental benefits. |
| 331 | Authorized services are not a benefit if patient becomes ineligible during authorized period and services are performed after the patient has reached age 18 without continuing eligibility. |
| 332 | Share of cost patient must pay for these services. |
| 333 | Payment cannot be made for procedures with dates of service after receipt date. |
| 333A | Payment disallowed. Date of service is after receipt date of first NOA page(s). |
| 334 | Out-of-country services require an emergency certification statement, and are a benefit only for approved inpatient services. |
| 335 | Billing provider name does not match our files; payment/ authorization cannot be made. |
| 336 | Beneficiary is not eligible for dental benefits. |
| 337 | The procedure is not a benefit for the age of the beneficiary. |
| 337A | The number of authorized visits has been adjusted to coincide with beneficiary's 19th/21st birthday. |
| 338 | This service will be processed under the former contract separately. |
| 339 | The POE label on the claim appears to be altered. Please contact the recipient's county welfare office to validate eligibility. Resubmit the claim with a valid label. |
| 340 | This procedure is a duplicate of a previously paid procedure. If you are requesting re-adjudication for a dated, allowed procedure, submit a Claim Inquiry Form (CIF). The denial of this procedure does not extend the time limit to request re-adjudication; you have up to six (6) months from the date of the EOB on the original claim. |

| ARC # | Adjudication Reason Code Description |
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| 341 | This procedure is a duplicate of a previously denied procedure. If you are requesting re-adjudication for a dated, denied procedure, submit a Claim Inquiry Form (CIF). This denied, duplicate procedure does not extend the time limit to request re-adjudication; you have up to six (6) months from the date of the EOB on the original claim. (If you are requesting re-evaluation of an undated, denied procedure, submit the Notice of Authorization (NOA).) |
| 342 | Rendering provider required for procedure, none submitted. |
| 343 | Billing provider is required to submit a TAR for these services unless they were performed as a necessary part of an emergency situation. |
| 344 | Rendering provider is required to submit a TAR for these services unless they were performed as a necessary part of an emergency situation. |
| 345 | Payment cannot be made for procedures with invalid dates of service. |
| 345A | The PM 160 form sent was not current. Send claim inquiry form with current PM 160 form or document reason for delay in treatment. |
| 346 | Billing provider is not a group provider and cannot submit claims for other rendering providers. |
| 347 | Authorization previously denied, payment cannot be made. |
| 348 | The billed procedure cannot be paid because there is an apparent discrepancy between it and a service already performed on the same day by the same DDS. |
| 348A | The billed procedure cannot be paid because there is an apparent discrepancy between it and procedure D0220 already performed on the same day. If you are requesting re-adjudication for this procedure, submit a Claim Inquiry Form (CIF). |
| 349 | The billed procedure cannot be paid because there is an apparent discrepancy between it and a service previously processed, performed by the same dentist on the same day in the same arch. |
| 350 | Billed procedure is not payable. Our records indicate the date of service is prior to the date on which a related procedure was provided for this patient. |
| 351 | Billed procedure is not payable. Our records indicate the date of service is prior to the date on which a related procedure was provided by your office for this patient. |
| 352 | The billed service is disallowed because of an apparent discrepancy with a related procedure billed by your office for the same tooth on the same day. |
| 352a | The billed procedure is not payable because our records indicate a related procedure was provided on the same day. |
| 353 | The billed service on this tooth is disallowed because of an apparent discrepancy with a related procedure already provided. |
| 354 | The line item is a duplicate of a previous line item on the same claim. |
| 355A | Procedure does not require prior authorization and has not been reviewed. The zero dollar amount for this procedure does not represent an approval or denial and may be rendered at your discretion. |

| ARC # | Adjudication Reason Code Description |
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| 355B | Procedure does not require prior authorization and has not been reviewed. The zero dollar amount for this procedure does not represent an approval or denial and may be rendered at your discretion. |
| 355C | Procedure does not require prior authorization, however, it was reviewed as part of the total treatment plan. |
| 356 | EOMB for different recipient, procedure(s) denied. |
| 357 | Procedure deleted/disallowed per provider request. |
| 358 | Payment for procedure disallowed per claims review. |
| 359 | Payment for procedure disallowed per clinical post-payment review. |
| 360 | Sign Notice of Authorization for payment of dated lines. |
| 361 | CSL has not been paid; NOA never returned for payment. |
| 362 | Procedure cannot be paid without explanation of benefits, fee schedule or letter of denial. |
| 363 | Procedure on EOMB is not a benefit of the program. |
| 364 | Unable to reconcile EOMB procedure code(s). Please reconcile with Medicare prior to billing. |
| 365 | The maximum allowance for this service/procedure has been paid by Medicare. |
| 366 | Dental benefits cannot be paid without proof of payment/denial from Medicare. |
| 367 | Medicare payment/denial notice does not have recipient name and/or date of service. |
| 368 | CMSP Aid Code recipient not eligible under Denti-Cal prior to 01/01/90. Forward request for payment to County Medical Services Program. |
| 369 | Emergency certification statement is insufficient /not submitted for recipient aid code. |
| 369A | Provider must sign the emergency certification statement. |
| 370 | Procedure not a benefit for recipient aid code. |
| 370A | Per box "D" marked in dental assessment column of PM 160, recipient is not eligible for any dental services. |
| 371 | Procedure(s) cannot be prior authorized for recipient aid code. |
| 372 | Recipient is eligible for Delta commercial coverage. Payment is disallowed. |
| 373 | Procedure not payable. CTP benefits terminate at age 19. |
| 374 | Recipient is not a resident of a CTP/CMSP contract county. Contact recipient county health department for billing procedures. |
| 375 | Re-evaluation denied. Insufficient documentation and/or radiographs not submitted. Please sign for payment of dated services and submit a new TAR. |
| 376 | Payment reflects a rate adjustment to the current Schedule of Maximum Allowances and may include an adjustment to the billed amount. |

| ARC # | Adjudication Reason Code Description |
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| 377 | This procedure is not a benefit for an RDHAP/RDHEF/RDH. |
| 377A | Procedure requested is only payable when the patient resides in an Intermediate Care Facility (ICF) or a Skilled Nursing Facility (SNF) that is licensed pursuant to Health And Safety Code (H&S Code) Section 1250-1264. |
| 378 | CTP recipient. Payment cannot be made for procedures with dates of service after the 120 day authorization period. |
| 379 | Procedure(s) cannot be approved when the new issue date and new BIC ID are not valid or provided in the appropriate fields. |
| 380 | Fee adjustment, since Other Coverage exists for this claim. |
| 381 | Fee adjustment, since Third Party Liability exists for this claim. |
| 382 | Fee adjustment, since share of cost exists for this claim. |
| 383 | Fee adjustment, since services billed were not provided. |
| 384 | Fee adjustment, due to findings of professional peer review. |
| 385 | Aid code 80 recipients are eligible only for Medicare-approved procedures. |
| 386 | Payment/Authorization disallowed. CMSP dental services for dates of service after September 30, 2005, are the responsibility of Doral Dental Services of California (1-800-341-8478). |
| 386A | Payment/authorization disallowed. CTP dental benefits are not payable for dates of service after March 31, 2009 or when received after May 31, 2009. |
| 387 | Payment disallowed. The request for CMSP dental services was not received before April 1, 2006. Contact Doral Dental Services of California (1-800-341-8478). |
| 387A | Payment Disallowed. The request for a re-evaluation of denied CTP dental service(s) was not received before December 31, 2009. |
| 389 | Pregnancy aid codes require a periodontal chart to perform surgical periodontal procedures. Subgingival curettage and root planing must be in history, or documentation must be submitted stating why a prior subgingival curettage and root planing was not performed. |
| 390 | The procedure requested is not on the SAR for this CCS/GHPP beneficiary. Contact CCS/GHPP to obtain a SAR prior to submitting for re-evaluation or payment. |
| 391 | Final diagnostic casts are not payable within 6 months of initial diagnostic casts for CCS patients. |
| 392 | Beneficiary is not eligible for CCS/GHPP benefits. |
| 393 | TAR cannot be processed as part of the university project. Resubmit new TAR using your G billing provider number. |
| 394 | A credentialed specialist must submit documentation of cleft palate or the craniofacial anomaly. |

| ARC # | Adjudication Reason Code Description |
|--------------|---|
| 395 | Payment/authorization denied. Please contact the local governmental financing division at DHCS via general email box: DHCSIMCU@DHCS.CA.GOV for the responsible county for this service. |
| 400 | EPSDT services are not a benefit for patients 21 years and older. |
| 401 | The EPSDT service requested is primarily cosmetic in nature and not medically necessary per EPSDT criteria. |
| 402 | An alternative service is more cost effective than the requested EPSDT service and is a benefit of the Medi-Cal dental program. Please re-evaluate. |
| 403 | The EPSDT service requested is not medically necessary. |
| 403A | Procedure has been allowed under EPSDT criteria. |
| 403B | Procedure code was allowed under EPSDT criteria. In addition, procedure code also qualifies for Proposition 56: Tobacco Tax Funds Supplemental Payment of the current SMA. For more details on Proposition 56 and the list of procedures, please refer to the Provider Handbook Section 4 - Treating Members. |
| 403C | The requested procedure could be considered with EPSDT documentation; however, none was submitted. |
| 404 | Procedure is disallowed due to presumptive eligibility card not submitted. |
| 405 | Procedure disallowed due to date of service is not within eligibility date(s) on presumptive eligibility card. |
| 437 | CRA procedure code must be performed in a DTI domain 2 county. |
| 437A | CRA procedure code must have the same dates of service and be billed on the same claim. |
| 438A | CRA procedure code is allowable once every 6 months for low risk patients. |
| 438B | Procedure D1354 is allowable once every 6 months when CRA includes high risk procedure D0603. |
| 438C | CRA procedure code is allowable once every 4 months for moderate risk patients. |
| 438D | CRA procedure code is allowable once every 3 months for high-risk patients. |
| 438E | Additional services are allowable in conjunction with CRA procedure codes. |
| 439 | Data submitted after DTI claims submission due date. |
| 440 | Procedure Code D1354 is allowable two visits per year, and lifetime maximum of four times per tooth. |
| 500 | Payment for this service reflects the maximum allowable amount as beneficiary services dental cap has been met. |
| 501 | Per documentation, service does not qualify as an emergency. Paid amount is applied towards the beneficiary services dental cap. Payment for this service reflects the maximum allowable amount as beneficiary services dental cap may have been met. |

| ARC # | Adjudication Reason Code Description |
|---------------------------------|--|
| 502 | Per documentation, service qualifies as an emergency. Paid amount has not been applied towards the beneficiary services dental cap. |
| 503A | Optional Adult Dental procedure is not a benefit |
| 503B | Optional Adult Dental procedure is not a benefit |
| 505 | Procedure code qualifies for Proposition 56: Tobacco Tax Funds Supplemental Payment of the current SMA. For more details on Proposition 56 and the list of procedures, please refer to the Provider Handbook: Section 4 - Treating Members. |
| 505A | Procedure code qualifies for Proposition 56: Tobacco Tax Funds Supplemental Payment of the current SMA. For more details on Proposition 56 and the list of procedures, please refer to the Provider Handbook: Section 4 – Treating Members. Additional services are allowable in conjunction with CRA procedure codes. |
| 506 | Procedure Code qualifies for CalAIM Preventive Services Performance Payment. For more details on CalAIM and the list of procedures, please refer to Provider Handbook: Section 4 – Treating Members. |
| 507 | Procedure Code qualifies for CalAIM Continuity of Care Performance Payment. For more details on CalAIM and the list of procedures, please refer to Provider Handbook: Section 4 – Treating Members. |
| 555A | Authorization of this line no longer valid. Patient is/was being treated elsewhere. |
| 555B | Authorization of this line is no longer valid: Treatment was performed as an emergency. |
| 555C | Authorization of this line is no longer valid: A new claim/TAR is being processed. |
| 555D | The requested procedure has been authorized. However, the procedure has also recently been authorized to a different provider. Contact member to determine treating provider office. |
| 777 | A special exception has been made for this procedure based on the documentation submitted. |
| 888 | Line allowed but unpaid due to date of service |
| 900 | Primary aid code has unmet Share of Cost, and secondary aid code does not cover this procedure code for Medicare Crossover. |
| 901 | Primary aid code has unmet Share of Cost, and secondary aid code requires an emergency certification statement that is insufficient/not submitted. |
| 902 | Primary aid code has unmet Share of Cost, and secondary aid code does not cover this procedure code. |
| CLINICAL SCREENING CODES | |
| 603 | Per clinical examination, procedure requested is only allowable under special circumstances. |

| ARC # | Adjudication Reason Code Description |
|--------------|--|
| 607A | Per clinical screening, payment for procedure disallowed. Poor quality of treatment. |
| 607B | Per clinical screening, payment for procedure disallowed. Procedure not completed as billed. |
| 613 | Per clinical screening, tooth does not meet the Manual of Criteria for a laboratory processed crown. Please re-evaluate for alternate treatment. |
| 613A | Per clinical screening, it has been determined that this tooth has been recently restored with a restoration or prefabricated crown. |
| 613B | Per clinical screening, tooth/eruption pattern is developmentally immature. Please reevaluate for alternate treatment. |
| 614A | Per clinical screening, please re-evaluate for: Complete upper denture |
| 614B | Per clinical screening, please re-evaluate for: Complete lower denture |
| 614C | Per clinical screening, please re-evaluate for: Resin base partial denture |
| 614D | Per clinical screening, please re-evaluate for: Cast metal framework partial denture |
| 614E | Per clinical examination, please re-evaluate for: Procedure 706. |
| 614F | Per clinical examination, please re-evaluate for: Procedure 708. |
| 619 | Per clinical screening, caries not clinically verified. |
| 622 | Per clinical screening, tooth does not meet the Manual of Criteria for a prefabricated crown. |
| 624 | Per clinical screening, radiographs and/or photographs, additional surface(s) require treatment. |
| 628 | Per clinical screening, cast and prefabricated posts are benefits in endodontically treated devitalized permanent teeth only when crowns have been authorized and/or paid. |
| 629 | Per clinical screening, existing prosthesis was lost/destroyed through carelessness or neglect. |
| 643 | Per clinical screening, resubmit a new authorization request following completion of surgical procedure(s) that may affect prognosis of treatment plan as submitted. |
| 644 | Per clinical screening, sufficient teeth are present for the balance of the opposing prosthesis. |
| 645 | Per clinical screening, TMJ Syndrome is not identified as per the program criteria. |
| 646 | Per clinical screening, cast framework partial denture is only a benefit when necessary to balance an opposing full denture. |
| 647 | Per clinical screening, bruxism is not associated with diagnosed TMJ dysfunction. |
| 648 | Per clinical screening, extraction of a tooth is not payable when pathology is not demonstrated in the radiograph, or when narrative documentation submitted does not coincide with the radiographic evidence. |

| ARC # | Adjudication Reason Code Description |
|--------------|---|
| 649 | Per clinical screening, procedure 706 is a benefit only when necessary to replace a missing anterior permanent tooth (teeth). |
| 649A | Per clinical screening, a resin base partial denture is a benefit only when there is a missing anterior tooth and/or there is compromised posterior balanced occlusion. |
| 650 | Per clinical screening, surgical extraction procedure has been modified to conform with radiograph appearance. |
| 654 | Per clinical screening, routine alveoloplasty procedures in conjunction with extractions are considered part of the extraction procedure. |
| 662 | Per clinical screening, existing prosthesis is adequate at this time. |
| 662A | Per clinical screening, recently constructed prosthesis exhibits deficiencies inherent in all prostheses and cannot be significantly improved by a reline. |
| 663 | Per clinical screening, the surgical or traumatic loss of oral-facial anatomic structure is not significant enough to justify a new prosthesis. |
| 664 | Per clinical screening, existing prosthetic prosthesis can be made serviceable by laboratory reline. |
| 665 | Per clinical screening, existing prosthesis can be made serviceable by reconstruction. |
| 666 | Per clinical screening, the procedure has been modified to reflect the allowable benefit and may be provided at your discretion. |
| 666A | Per clinical screening, the patient's medical condition does not preclude the taking of radiographs. |
| 667 | Per clinical screening, functional limitations or health condition of the patient precludes the requested procedure. |
| 667A | Per clinical screening, patient has expressed a lack of motivation necessary to care for his/her prosthesis. |
| 668 | Per clinical screening, the need for procedure is not medically necessary. |
| 668A | Per clinical screening, patient does not wish extractions or any other dental services at this time. |
| 668B | Per clinical screening, patient has selected/wishes to select a different provider. |
| 669A | Per clinical screening, procedure is disallowed due to the following: This procedure is included in the fee for another procedure and is not payable separately. |
| 669B | Per clinical screening, procedure is disallowed due to the following: This procedure is not allowable in conjunction with another procedure. |
| 669C | Per clinical screening, procedure is disallowed due to the following: This procedure is associated with another denied procedure. |
| 670 | Per clinical screening, a reline, tissue conditioning, repair or an adjustment is not a benefit in conjunction with extractions or without an existing prosthesis. |

| ARC # | Adjudication Reason Code Description |
|--------------|--|
| 671A | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Bone loss, mobility, periodontal pathology. |
| 671B | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Apical radiolucency. |
| 671C | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Arch lacks integrity. |
| 671D | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Evidence or history of recurrent or rampant caries. |
| 671E | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Tooth/Teeth are in state of poor repair or have poor longevity prognosis. |
| 671F | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Gross destruction of crown or root. |
| 671G | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Tooth has no potential for occlusal function and/or is hypererupted. |
| 671H | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: The replacement of tooth structure lost by attrition or abrasion. |
| 671I | Per clinical screening and/or radiographs, procedure requested is disallowed due to the following: Deep caries appears to encroach upon pulp. Periapical radiograph is required. |
| 672 | Per clinical screening, tooth not present. |
| 672B | Per clinical screening and/or radiographs, tooth number may be incorrect. |
| 673A | Per clinical screening, the patient is not currently using the prosthesis provided by the program within the past five years. |
| 674 | Per clinical screening, incomplete treatment plan submitted. |
| 674A | Per clinical screening, opposing dentition lacks integrity. Consider full denture for opposing arch. |
| 674C | Per clinical screening, incomplete treatment plan submitted. Opposing prosthesis is inadequate. |
| 676 | Per clinical screening, insufficient tooth space present for procedure(s) requested. |
| 677 | Per clinical screening, prosthesis made in recent years have been unsatisfactory for reasons that are remediable. |
| 680 | Per clinical screening, services solely for esthetic purposes are not benefits. |
| 681 | Per clinical screening, periodontal procedure cannot be justified on the basis of pocket depths, bone loss and/or degree of deposits. |
| 684 | Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. |

| ARC # | Adjudication Reason Code Description |
|--------------|--|
| 684A | Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. Restorative treatment incomplete. |
| 684B | Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. Crown treatment incomplete. |
| 684C | Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. Endodontic treatment incomplete. |
| 684D | Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. Additional extraction(s) are necessary. |
| 684E | Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. Two or more of the above pertain to your case. |
| 685 | Per clinical screening, procedure does not show evidence of a reasonable period of longevity. |
| 685A | Per clinical screening, procedure does not show evidence of a reasonable period of longevity. Submit alternate treatment plan, if you wish. |
| 687 | Per clinical screening, allowance made for alternate procedure. |
| 692 | Per clinical screening, documentation or radiographs, procedure already completed. |
| 693 | Per clinical screening, procedure requested is inadequate to correct problem. |
| 693A | Per clinical screening, procedure requested is inadequate to correct problem. Tooth has open, underformed apices. Authorization for root canal will be considered after radiographic evidence of apex closure following apexification. |
| 693B | Per clinical screening, procedure requested is inadequate to correct problem. Re-evaluate for apicoectomy. |
| 693C | Per clinical screening, procedure requested is inadequate to correct problem. Root canal should be retreated by conventional endodontics before apical surgery is considered. |
| 694 | Authorization disallowed as the patient did not appear for a scheduled clinical screening. |
| 694A | Authorization disallowed as the patient failed to bring most recent prosthesis to the clinical screening. |
| 695 | Authorization disallowed as the patient is no longer at the facility. |
| 696 | Per clinical screening, patient exhibits lack of motivation to maintain oral hygiene necessary to justify the requested services. |
| 697 | Need for root canal procedure not evident per clinical screening radiographic evidence or documentation submitted. |

Claim In Process Reason Codes

The following codes indicate why a claim or TAR is in process in the automated Medical Dental processing system.

| Code | Reason |
|-------------|---|
| DV | DATA VALIDATION – Document is awaiting review of keyed data against document information. |
| IR | INFORMATION REQUIRED – Document requires more data from the billing provider. An RTD has been sent to the billing provider. |
| RV | RECIPIENT VERIFICATION – Document is awaiting validation of recipient information. |
| PV | PROVIDER VERIFICATION – Document is awaiting validation of provider information. |
| PR | PROFESSIONAL REVIEW – Document is scheduled for professional review. |
| CS | CLINICAL SCREENING – Document is scheduled for a clinical screening review. |
| SR | STATE REVIEW – Document is scheduled for review by Department of Health Care Services. |

Accounts Payable/Accounts Receivable Codes

These codes identify the reason for a receivable or payable item shown on an EOB.

Payable Codes

| Code | Description |
|-------------|----------------------------------|
| 1 | Replace Lost Check |
| 2 | Penalty Payment (Inactivated) |
| 3 | Interim Payment |
| 4 | S/URS Adjustment |
| 5 | Overpayment of Cash Receipt |
| 9 | Prior Underpayment |

Receivable Codes

| Code | Description |
|-------------|----------------------------|
| 1 | S/UR Adjustment |
| 2 | Negative Claim Adjustment |
| 3 | Interim Payment Adjustment |

- 4 Penalty Adjustment
(Inactivated)
- 5 Overpayment Adjustment
- 6 Internal Adjustment
- 9 S/UR Interest

Readjudication Codes

The following codes represent reasons why a claim is being processed for readjudication.

Claim Correction Codes

| Code | Reason |
|------|--|
| 01 | Paid wrong provider number |
| 02 | Rendering provider license number missing |
| 20 | Corrected tooth number or arch code |
| 21 | Retroactive eligibility granted |
| 22 | Quantity of service provided or corrected |
| 23 | Corrected procedure code/fee |
| 25 | Corrected date of service |
| 26 | Corrected Medicare crossover amount |
| 27 | Share-of-Cost/Other coverage amount provided or corrected |
| 29 | Corrected place of service |
| 30 | New or additional documentation submitted |
| 39 | Denial upheld - See related adjudication/policy code |
| 50 | Fair hearing decision |
| 51 | Readjudication based on medical appeal |
| 52 | Readjudication based on mental appeal |
| 53 | Readjudication based on employment appeal |
| 60 | Readjudication based upon CDA peer review decision |
| 61 | Per post-payment screening, service below standard |
| 62 | Per post-payment screening or quality review, service not performed |
| 63 | Readjudication based upon professional re-evaluation |
| 64 | Readjudication of original underpayment based on Delta Quality Control (QC) review |
| 65 | Readjudication of original overpayment based on Delta Quality Control (QC) review |
| 66 | Original payment incorrect due to processing error - Erroneous Payment Correction (EPC) system |
| 70 | CRT input error |
| 71 | Provider claim preparation error |
| 72 | Claim not received within six months from last date of service |

Code Reason

| | |
|----|--|
| 73 | Overpayment |
| 74 | CIF not submitted for reconsideration within 60 days of the EOB date |
| 75 | First level appeal not submitted within 90 days of the EOB date |
| 90 | Death transaction reversal |
| 95 | Original payment of claim adjusted per S/UR |
| 96 | Readjudication of orig payment based on Delta review |
| 99 | Special message |

Resubmission Turnaround Document (RTD) Codes and Messages

The following codes represent missing or incorrect information originally submitted on TAR/Claim forms.

Member RTD Codes**Code Reason**

| | |
|----|--|
| 01 | Submit x-rays with EDI label |
| 02 | Submit beneficiary's CIN/BIC ID |
| 03 | Verify birth date: month/day/year |
| 04 | EOMB or proof of denial/ineligibility |
| 05 | Verify recipient sex |
| 06 | Submit documentation with EDI label |
| 07 | Verify beneficiary's CIN/BIC ID |
| 08 | CIN belongs to someone else, send copy of BIC card |
| 09 | Verify patient name |
| 10 | Send photo ID by DMV/credible ID |
| 11 | Submit beneficiary facility name/address/phone#. |

Provider RTD Codes**Code Reason**

| | |
|----|-------------------------------------|
| 13 | Ortho - continuation signature reqd |
| 16 | Submit rendering provider number |
| 18 | Verify provider name and number |
| 19 | Verify billing agent name/number |

X-Ray RTD Codes**Code Reason**

| | |
|----|---|
| 30 | Submit current x-rays/photos for all restorative tx |
| 31 | Submit current x-rays/photos |
| 32 | Send x-ray showing apices of tooth |

Code Reason

- 33 Send PAs of all involved areas
- 34 Send x-rays of remaining teeth
- 35 Send final root canal x-rays
- 36 Procedure and description mismatch
- 37 Procedure tooth/surface mismatch
- 38 Submit opposing arch treatment plan
- 39 Submit x-rays of opposing arch
- 40 Submit BWs and periapical films
- 41 Submit x-rays/documentation
- 43 Send PA of present tooth condition

Clerical RTD Codes**Code Reason**

- 42 Submit completed HLD Index form
- 46 Indicate date of service
- 47 Indicate procedure code
- 48 Indicate tooth surface
- 49 Indicate upper/lower arch
- 50 Submit type of partial, i.e., procedure number
- 51 Procedure requires tooth code
- 52 Signature missing or invalid. Sign RTD.
- 54 Submit date of enrollment in HF
- 55 Indicate quadrant/area for treatment
- 56 Need other cov EOB/RA or denial
- 57 Submit other coverage fee schedule.
- 58 DOS cannot be after receipt date
- 59 Submit missing fees
- 60 POS code missing or invalid
- 61 Order date after NOA receipt date
- 62 Tooth number missing or invalid
- 63 Send copy of surgeon's claim/TAR
- 64 Submit your usual and customary fee
- 66 Submit 3 digit procedure code
- 67 Incomplete DC054 form was submitted
- 68 List teeth to be replaced & clasped
- 69 Submit all NOA pages/dates of service

Consultant RTD Codes**Code Reason**

-
- 70 Submit completed DC054 form
 - 71 Procedure requires documentation
 - 72 Must document lost/damaged dentures
 - 73 Indicate quadrants for surgery
 - 74 Note repair; send lab bill, if applicable
 - 75 Submit Periodontal Evaluation Form
 - 76 Submit copy of Operative Report
 - 77 DOS needed for completed treatment
 - 78 O.R. report required
 - 79 Submit EOB from primary surgeon

Maxillofacial Program RTD Codes

| Code | Reason |
|-------------|--------------------------------------|
| 81 | Submit history/diagnosis/symptom |
| 82 | Submit narrative report |
| 83 | Cleft lip/palate or facial anomaly? |
| 84 | Submit anesthesiologist report |
| 85 | Submit diagnostic study models |
| 86 | Submit pre-treatment panorex X-ray |
| 87 | Submit in-treatment panorex X-ray |
| 88 | Submit post-treatment panorex |
| 89 | Submit cephalometric X-ray |
| 90 | Submit intraoral photograph/slide |
| 91 | Send post-ortho diagnostic material |
| 92 | Submit TMJ X-ray |
| 93 | Submit copy of occlusal analysis |
| 94 | Send model/photo/film; note need |
| 95 | Submit documentation |
| 96 | Use MFO/cleft palate codes in SMA |
| 97 | Submit invoice for H.A. or appliance |
| 98 | Submit copy of CCS approval |
| 99 | Other (unspecified above) |

TAR/Claim Policy Codes and Messages

These codes represent reasons that an entire document is being denied. The use of these codes causes all lines of the document to be denied.

| Code | Reason |
|-------------|--|
| 01 | Duplicate claims/TARs from same/ different providers cannot be processed. |
| 02 | Payment disallowed – exceeds six-month billing limit. |
| 03 | NOA cannot be paid; TAR has expired. |
| 04 | Cannot process total claim; eligibility not established. |
| 05 | Payment disallowed – exceeds 12-month billing limit. |
| 06 | Cannot adjust claim received 13 mos or more after adjudication date. |
| 07 | Primary carrier paid more than this program allows. |
| 08 | POE label is invalid for dental program; contact county office. |
| 09 | Pt in Managed Care Program (MCP/PHP/GMC/HMO/DMC) which includes dental benefits. |
| 10 | TAR/Claim cannot be processed; no services were entered. |
| 11 | TAR/Clm/NOA cannot be processed without valid provider signature. |
| 12 | Unknown procedure codes, document unprocessable. |
| 13 | Recipient benefits do not include dental services. |
| 15 | Authorized services cannot be transferred between providers; claim denied. |
| 16 | Beneficiary not eligible for Medi-Cal; may have benefits through Healthy Families. |
| 17 | Procedure service data not submitted; please resubmit. |
| 18 | Recipient data not submitted; cannot process TAR/Claim. |
| 19 | Authd serv cannot be transferred between recipients; claim denied. |
| 20 | Second reeval or reevaluation of expired TAR not granted. Submit new TAR. |
| 21 | RTD was unsigned and cannot be used to correct claim errors. |
| 22 | Billing provider ID not on file; must be enrolled. |
| 23 | Out-of-state providers need prior authorization for non-emerg serv. |
| 24 | Out-of-country serv cov only for emerg hospit auth by field office. |
| 25 | Recipient eligibility not established for the dates of service. |
| 26 | Patient information on TAR/claim does not match State eligibility file. |
| 27 | Provider requested document be deleted. |
| 28 | Prov name does not match Delta file; no payment/authorization. |
| 29 | Recipient not on State eligibility file; payment denied. |
| 30 | Billing provider and recipient not on file, TAR/claim denied. |
| 31 | Recipient data insufficient to process claim or TAR after RTD. |
| 32 | Billing provider not enrolled for dates of svc, TAR/claim denied. |
| 33 | Mixture of 3-, 4- & 5-digit procedure codes not allowed. |
| 34 | X-rays appear to be of another person – payment disallowed. |
| 35 | Payment of inpatient services contingent on submission of an O.R. rpt. |
| 36 | Auth disallowed, patient did not appear for a clinical screening. |

| Code | Reason |
|-------------|--|
| 37 | Claims/TARs must be submitted in the English language. |
| 38 | Payment disallowed. Procedure(s) are non-benefit for RDHAP/RDHEF/RDH |
| 39 | CMSP Code not eligible under Denti-Cal prior 01/01/90. Send to County. |
| 40 | Procedures not a benefit for recipient aid code. |
| 41 | Pregnancy or emergency documentation is insufficient/not submitted for aid code. |
| 42 | Prior authorization not allowed for emergency services or pregnancy aid code. |
| 43 | Payment for claim disallowed per S/UR. |
| 44 | No EOB/RA, fee schedule, usual & customary fee, or proof of denial submitted. |
| 45 | CTP benefits terminate at age 19. |
| 46 | Provider not enrolled as certified Orthodontist. |
| 47 | Certified Orthodontist not associated to this service office. |
| 48 | Procedures allowable under special circumstances only |
| 49 | Payment cannot be made; our records indicate the patient is deceased. |
| 50 | Denied due to invalid response to RTD. |
| 51 | Document denied due to expired PM 160. |
| 52 | Share of cost unmet; not eligible. |
| 53 | Patient cancelled scheduled clinical evaluation. Please contact patient. |
| 54 | Service(s) granted by Fair Hearing process; please contact patient. |
| 55 | Pymt cannot be approved when new Issue Date/BIC ID are not provided or valid. |
| 56 | TARs not allowed for univ project; send new TAR with G prov billing number. |
| 57 | Authorization disallowed as the patient is no longer at the facility. |
| 58 | Emergency services documentation is insufficient. Bene cap applied. |
| 59 | Bene cap not applied. Documentation of services qualifies as an emergency. |
| 60 | Bill prov has discontinued practicing at this office location for these DOS. |
| 61 | Use of beneficiary's SSN is no longer acceptable. |
| 69 | Payment calculation based on date of service. |
| 70 | For CMSP dental services after 09/30/05 contact Doral Dental (1-800-341-8478). |
| 71 | Payment denied. Time limitation for submitting CMSP claims has expired. |
| 72 | Unable to screen due to pandemic, disturbance, or disaster. |

Claim Inquiry Response (CIR) Status Codes and Messages/Claim Inquiry Form (CIF) Action Codes and Messages

The CIR form is a computer-generated response to a provider's CIF. In addition to provider and patient information, the response will appear as a status code and explanation to the CIF, as follows:

- 1A** Provider indicated wrong DCN on CIF
- 1B** Previous history needs to be updated
- 1C** Provider indicated multiple DCNs on one CIF
- 1D** Check problems needed CIF to correct
- 1E** Delta Input Prep error
- 1F** Other miscellaneous errors
- 5A** Forwarded to on-site queue
- 5B** Secondary review
- 5C** Waiting for State directive
- 5D** Incomplete application – letter sent
- 5E** Request for additional information – 35-day letter sent
- 5F** Denied applications
- 5G** Returned call
- 6A** Use of beneficiary's SSN is no longer acceptable
- 01** Claim never received; please submit new claim
- 02** Claim in process, awaiting final adjudication
- 03** RTD has been sent, please respond on original RTD
- 04** Claim under professional review
- 05** Claim processed EOB_____ DT_____ \$_____
- 08** Insufficient documentation, procedure disallowed
- 09** Requires prior authorization
- 11** Claim not recvd within 6 mos. from last mo. of service
- 12** Claim has been readjudicated for payment
- 13** Submit original NOA for re-evaluation
- 14** TAR never received; please submit new TAR
- 15** TAR in process; awaiting adjudication
- 18** Notice of Authorization (NOA) has been processed
- 19** NOA expired submit new TAR
- 20** Procedure not a benefit of program
- 21** Procedure previously paid to same or other office
- 22** Procedure is adjunctive to another procedure
- 23** NOA has been readjudicated
- 24** Procedures not performed within 120-day time limitation
- 26** Lack of beneficiary eligibility, claim disallowed
- 27** Other coverage payment exceeds SMA
- 28** Denial upheld

- 29 Denial – recipient benefits do not include dental
- 30 Procedures not allowed based on professional review
- 31 Incomplete treatment plan submitted; denial upheld
- 32 Exceeded 6-month time limitation; denial upheld
- 33 Per documentation, claim in process
- 34 Per our records, X-rays returned at time of processing
- 35 Signature missing, adjustment/ correction cannot be made
- 36 Open – no description
- 37 Acknowledged electronic funds transfer complaint
- 38 Please complete Claim Inquiry Form for each claim
- 86 Payment adjusted per Surveillance and Utilization Review (S/UR).
- 93 Original claim overpayment adjusted due to Quality Control (QC) review.
- 94 Original claim underpayment adjusted due to Quality Control (QC) review.
- 95 Original payment incorrect - adjusted by Erroneous Payment Correction (EPC) system.

Prepaid Health Plans (PHP) and Codes

Medi-Cal dental members who are enrolled in prepaid health plans may be eligible for either comprehensive or non-comprehensive benefits. A member enrolled in a comprehensive prepaid health plan is entitled to both medical and dental benefits as defined by the plan. Services must be performed by a provider enrolled in the prepaid health plan. Emergency services only may be billed to the prepaid health plan. With a non-comprehensive plan, the member has medical benefits only and is eligible for dental benefits through Medi-Cal Dental.

Following is a list of current prepaid health plan codes:

| Code | Plan Name |
|-------------|--|
| 403 | Care 1st Health Plan |
| 405 | Health Net of California, Inc. |
| 406 | Safe Guard Health Plan (Los Angeles) |
| 409 | Access Dental Plan (Los Angeles) |
| 410 | American Health Group (Los Angeles) |
| 413 | Western Dental Services (Los Angeles) |
| 414 | Western Dental (Riverside) |
| 415 | Western Dental (San Bernardino) |
| 416 | Liberty Dental Plan of Calif, Inc. (Los Angeles) |
| 417 | Community Dental Services, Inc. (Los Angeles) |
| 421 | Access Dental (Sacramento) |
| 424 | Western Dental (Sacramento) |
| 425 | Liberty Dental Plan of California, Inc. (Sacramento) |

426 Community Dental Services (Sacramento)