



## THIS ISSUE

pg 1    Update to  
Adjudication Reason  
Codes 029I and 684C

## Update to Adjudication Reason Codes 029I and 684C

Effective **October 1, 2025**, there will be an update to the description for the Adjudication Reason Codes (ARC) 029I and 684C as follows:

### ARC 029I:

**Current description** - 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 the tooth/quadrant/area (as applicable). Submitted radiographs/photographs do not **need** two or more of the above requirements.

**Updated description** - 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 the tooth/quadrant/area (as applicable). Submitted radiographs/photographs do not **meet** two or more of the above requirements.

### ARC 684C:

**Current description** - Per clinical screening, additional

*Continued on pg 2*

## SIGN UP FOR OUR EMAIL LIST

Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list [here](#).

## TRAINING SEMINARS

To reserve a spot online or view a complete list of training seminars, go to the [Provider Training Seminar Schedule](#).



procedures are necessary before authorization of the requested service(s) can be considered. **Endodontic re-treatment is necessary. Existing endodontic treatment is incomplete due to inadequate sealing of the apex.**

**Updated description** - Per clinical screening, additional procedures are necessary before authorization of the requested service(s) can be considered. **Endodontic treatment or retreatment is necessary.**

Medi-Cal Dental encourages all dental providers to familiarize themselves with these changes and update their internal claims processes accordingly.

If providers have questions or need support, please contact the Medi-Cal Dental Telephone Service Center (TSC) toll-free at (800) 423-0507. Medi-Cal Dental representatives are available to answer phone calls between 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you. For general program information, the Medi-Cal Dental Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week, using the automated system.