



Electronic Visit Verification

Reason Codes - Effective Jan. 1, 2021

Program providers, Financial Management Services Agencies (FMSAs) and consumer directed services (CDS) employers must select the most appropriate EVV Reason Code Number(s), EVV Reason Code Description option (e.g., A, B, C, etc.), and enter any required free text when completing visit maintenance in the EVV system. All EVV Reason Code Numbers, except EVV Reason Code Number 900, are preferred EVV Reason Code Numbers.

Reason Code	Number	Reason Code Description
Overnight Visit (If applicable)	000	This EVV Reason Code Number is a system-generated reason code used by the EVV system when the EVV system auto-generates a clock out at 11:59 p.m. and a clock in at 12:00 a.m. for overnight visits. This EVV Reason Code Number is not available for program provider, FMSA or CDS employer use.
Service Variation	100	The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when service variations occur.
		A - Staff hours worked differ from schedule
		B - Downward adjustment of pay hours
		C - Authorized services provided outside of home
		D - Fill-in for regular attendant
		E - Member agreed or requested staff not work
		F - Attendant failed to show up for work
		G - Confirm visits with no schedule
		H - Overlap visits
		I - Split schedules
		J - In-home respite: used when an in-home respite visit occurs and there is no schedule in the EVV system
Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.		

Reason Code	Number	Reason Code Description
Disaster	130	The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when all or part of the scheduled visit could not be delivered due to a natural disaster.
		A - Flood
		B - Hurricane
		C - Ice/snowstorm
		D - Tornado
		E - Wildfire
		F - Public Health Disaster
		Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.
Emergency	131	The program provider, FMSA or CDS employer will select this reason code when all or part of the scheduled visit could not be delivered due to an emergency with the member.
		Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system and describe the nature of the emergency.
Alternative Device	200	The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when an assigned alternative device could not be used to clock in and/or clock out.
		A - Alt device ordered
		B - Alt device pending placement
		C - Alt device missing
		Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.
Mobile Device	201	The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when an assigned mobile device could not be used to clock in and/or clock out.
		A - Mobile device ordered
		B - Mobile device pending placement
		C - Mobile device missing

Reason Code	Number	Reason Code Description
		Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.
Technical Issues	300	<p>The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when technical issues prevented staff from clocking in and/or clocking out of the EVV system.</p> <p>A – Phone lines not working</p> <p>B – Malfunctioning alternative device</p> <p>C – Incorrect alternative device value</p> <p>D – Incorrect employee ID entered</p> <p>E – Incorrect member EVV ID entered</p> <p>F – Malfunctioning mobile device/application</p> <p>G – Multiple calls for one visit</p> <p>H – Reversal of call in/out time</p> <p>Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.</p>
Landline Not Accessible	400	<p>The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when the member’s home phone landline was not accessible and prevented staff from clocking in and/or clocking out of the EVV system.</p> <p>A - Member does not have home phone</p> <p>B - Member phone unavailable</p> <p>C - Member refused staff use of phone</p> <p>Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.</p>
Service Suspension	500	The program provider, FMSA or CDS employer will select this EVV Reason Code Number when the member’s services are suspended due to a lapse in eligibility.

Reason Code	Number	Reason Code Description
Other	600	<p>The program provider, FMSA or CDS employer will select this EVV Reason Code Number when an exception cannot be addressed using any other EVV Reason Code Number and EVV Reason Code Description.</p> <p>Free text is required: The program provider, FMSA or CDS employer must explain the reason for using this code and provide any missing clock in or clock out time not electronically captured by the EVV system.</p>
Non-Preferred	900	<p>The program provider, FMSA or CDS employer will select this EVV Reason Code Number and the appropriate EVV Reason Code Description when staff have failed to clock in and/or clock out of the EVV system.</p>
		A – Failure to call in
		B – Failure to call out
		C – Failure to call in and out
		D – Wrong phone number
<p>Free text is required: The program provider, FMSA or CDS employer must provide any missing clock in or clock out time not electronically captured by the EVV system.</p>		