



Electronic Visit Verification (EVV): When to Use Reason Code Numbers and Descriptions Effective Oct. 1, 2023

This quick reference guide is for program providers, financial management services agencies (FMSAs), Consumer Directed Services (CDS) employers, and staff (all EVV system users) that perform visit maintenance in the EVV system (EVV vendor system or EVV proprietary system).

This guide includes examples of when to select each Reason Code Number and Description in the [EVV Reason Codes Effective Oct. 1, 2023 \(PDF\)](#) and when to enter required free text. EVV system users should select the most appropriate Reason Code Number and Description and may select multiple Reason Code Numbers and Descriptions when completing visit maintenance on a visit.

Reason Code Number	Reason Code Description	Free Text Requirements	Use When:	Scenario Examples
Overnight (If applicable) - 000	None	None	N/A – The EVV system auto-generates this Reason Code (the EVV system user cannot select it) and splits overnight visits by clocking out the service provider at 11:59 p.m. and clocking them back in at 12:00 a.m., which creates a new visit.	Service Provider Mason clocked in at 10 p.m. on a Thursday night and clocked out at 8 a.m. the next Friday morning. Since the visit spans two different days, the EVV system will automatically create two visits, one for each day. Thursday visit will be from 10 p.m. – 11:59 p.m., and the Friday visit will be from 12:00 a.m. – 8 a.m.

Reason Code Number	Reason Code Description	Free Text Requirements	Use When:	Scenario Examples
<p align="center">Service Delivery Exception - 110</p>	<p align="center">A - Service delivery differs from schedule</p>	<p align="center">None</p>	<ul style="list-style-type: none"> • EVV hours (based on clock in and clock out) represent a service delivery exception. • A schedule was entered in the EVV system, and the service delivery did not match the schedule. 	<p>There is a schedule in the EVV system for an 8 a.m.-10 a.m. visit, but Service Provider Laura clocked in at 8:30 a.m. and clocked out at 10:30 a.m.</p>
<p align="center">Service Delivery Exception - 110</p>	<p align="center">B - Downward adjustment of Bill Hours</p>	<p align="center">None</p>	<ul style="list-style-type: none"> • EVV hours (based on clock in and clock out) represent a service delivery exception. • The actual hours worked captured in the EVV system are incorrect. • Billing Medicaid for less time than the actual time worked. • Subtracting time worked due to non-EVV services and/or EVV optional services that the service provider delivered between the clock in and clock out for EVV-required services. 	<ul style="list-style-type: none"> • Service Provider Lisa clocked in at 8 a.m. and meant to clock out at 10 a.m. but clocked out at 10:30 a.m. during her drive home. You can downward adjust the Bill Hours to 2. • There are no hours left to bill for Medicaid; you can see Service Provider Amy worked 2 hours, and you must pay her, but don't want to bill Medicaid. You can downward adjust the Bill Hours to 0. • Service Provider Jason clocked in at 10 a.m. and clocked out at 1 p.m. He provided Private Duty Nursing (PDN), an EVV Optional service, for 1 hour and provided 2 hours of nursing services (RN), an EVV-required service, during the visit. You can downward adjust the Bill Hours to 2 to reflect the actual time Jason worked when providing EVV-required services.

Reason Code Number	Reason Code Description	Free Text Requirements	Use When:	Scenario Examples
Service Delivery Exception - 110	C - Fill-in service provider	None	<ul style="list-style-type: none"> • EVV hours (based on clock in and clock out) represent a service delivery exception. • The scheduled service provider cannot complete the visit and a different service provider attends the appointment. 	Service Provider Jenna was scheduled to provide occupational therapy to Ms. Jenkins, but Service Provider Sam provided the occupational therapy to her instead since Jenna called in sick at the last minute.
Service Delivery Exception - 110	D - Allowable overlapping visits	None	<ul style="list-style-type: none"> • EVV hours (based on clock in and clock out) represent a service delivery exception. • One service provider is delivering services to two members at the same time. • Two service providers are delivering services to one member at the same time. 	<ul style="list-style-type: none"> • Service Provider David is delivering occupational therapy services to two members (Jack and Jill, who are siblings) at the same time in the same household. • Service Provider Amanda and Service Provider Jennifer are delivering nursing services to one member, Mr. Jones, at the same time, during the same visit.

Reason Code Number	Reason Code Description	Free Text Requirements	Use When:	Scenario Examples
Eligibility or Service Authorization Exception - 120	A - Services provided without eligibility	None	The service provider provides services to a member without Medicaid eligibility.	The member, Ms. Evans, lost eligibility for one month due to a paperwork issue but it was renewed; Service Provider Kelly provided EVV services during that one-month gap of eligibility and must be paid. Note: When the eligibility is renewed, you can confirm the visit by using this Reason Code Number and Description, and then the visit will export to the EVV Aggregator.
Eligibility or Service Authorization Exception - 120	B - Services provided without authorization	None	Services are provided without an active service authorization for the service delivered.	The service authorization was delayed by the payer. Service Provider Donna provided EVV services to the member, Mr. Lee, knowing that the authorization was in process but delayed. Note: When the authorization is in the system, you can confirm the visit by using this Reason Code Number and Description, and then the visit will export to the EVV Aggregator.
Disaster - 130	A - Flood	None	A flood prevents clock in, clock out, or both.	Service Provider Andrew couldn't clock out with the alternative device at the end of the visit because the member's home flooded due to heavy rainfall, and they had to evacuate.
Disaster - 130	B - Hurricane	None	A hurricane prevents clock in, clock out, or both.	Service Provider Mara couldn't clock in or out with the member's home phone landline because the member's home lost power due to hurricane winds.

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Disaster - 130	C - Ice/snowstorm	None	Ice and/or a snowstorm prevents clock in, clock out, or both.	Service Provider Enriquez couldn't clock out with the alternative device because a tree fell on the member's home during an ice storm, and he couldn't access the device.
Disaster - 130	D - Tornado	None	A tornado prevents clock in, clock out, or both.	Service Provider Shontal couldn't clock out with the mobile method because a tornado hit the member's home during the visit and damaged her smart phone.
Disaster - 130	E - Wildfire	None	A wildfire prevents clock in, clock out, or both.	Service Provider Damon couldn't clock out with the member's home phone landline because a wildfire broke out near the member's home and they both had to evacuate.
Disaster - 130	F - Public Health Disaster	None	A public health disaster prevents clock in, clock out, or both.	Service Provider Damon couldn't clock in or clock out with the member's home phone landline because it was in a bedroom that was occupied by the member's spouse, who was sick with COVID-19.
No Electronic Clock In or Clock Out - 210	A - Failure to clock in, clock out or both	None	The service provider didn't use a clock in and clock out method and you must manually enter the visit.	Service Provider Alana forgot to clock out at the end of service delivery.
No Electronic Clock In or Clock Out - 210	B - Mobile device not available	None	The service provider's mobile device wasn't available, and you must manually enter the visit.	Service Provider Jadyn couldn't clock in or clock out using the mobile app because she forgot to charge her cell phone and it shut down.
No Electronic Clock In or Clock Out - 210	C - Landline phone not available	None	The member's home phone landline wasn't available, and you must manually enter the visit.	Service Provider Paula couldn't clock in or clock out using the member's home phone landline because the service was temporarily disconnected.

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No Electronic Clock In or Clock Out - 210	D - Landline phone not registered in EVV system	None	The phone number in the member's profile didn't match the number the service provider called from, and you must manually enter the visit.	Service Provider Tina tried using the member's home phone landline to clock in and clock out, but the number wasn't recognized because the phone number in the member's profile wasn't accurate.
No Electronic Clock In or Clock Out - 210	E - Alt device value incorrect	None	The code generated by the alternative device for clock in and/or clock out doesn't match the code the service provider called in, and you must manually enter the visit.	Service Provider Heather accidentally wrote down the wrong code generated by the alternative device during clock out.
No Electronic Clock In or Clock Out - 210	F - Alt device not available	None	The alternative device is not accessible in the member's home, and you must manually enter the visit.	Service Provider Laura couldn't clock in or clock out with the alternative device because it was in a locked room, and she couldn't access it.
No Electronic Clock In or Clock Out - 210	G - Alt device value expired	None	The service provider called in the alternative device codes more than seven days from the date of the visit (expiration date), so you must manually enter the visit.	Service Provider Jenna waited too long to call in the codes from the alternative device (she called them in 9 days after the date of the visit).

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<p>No Electronic Clock In or Clock Out - 210</p>	<p>H - Authorized services provided in the community</p>	<p>None</p>	<p>Authorized services were provided in the community, but the service provider typically uses the member's home phone landline or an alternative device for clocking in and clocking out and couldn't use the mobile application. You must manually enter the visit.</p>	<p>Service Provider LaTasha typically uses the alternative device to clock in and clock out and didn't have a smart phone with the EVV mobile application when she provided service delivery to the member in the community.</p>
<p>No Electronic Clock In or Clock Out - 210</p>	<p>I - Emergency</p>	<p>Must document the nature of the emergency with the member. e.g., <i>"The service provider couldn't clock out because there was a kitchen fire at Mr. Lee's home, and they had to evacuate."</i></p>	<p>There is no clock in and/or clock out due to an emergency with the member or their home and you must manually enter the visit.</p>	<p>Service Provider Samantha did not clock out with Mr. Lee's landline because there was a kitchen fire in his home and they both had to leave the home immediately.</p>

Reason Code Number	Reason Code Description	Free Text Requirements	Use When:	Scenario Examples
No Electronic Clock In or Clock Out - 210	J - EVV system down	None	There is an EVV system outage or a technical issue with the clock in and/or clock out method that prevents clock in and/or clock out data from being captured and/or transmitted to the EVV system and you must manually enter the visit.	<ul style="list-style-type: none"> • Service Provider Dante received an error message when he tried to clock in and clock out using the mobile application. • Service Provider Gina tried to clock out with the alternative device, but it didn't generate a code. • Service Provider Chad tried to clock in using the member's home phone landline, but the system didn't accept his calls.
Error During Clock In or Clock Out - 310	A - Multiple calls for one visit	None	The service provider enters incorrect information during clock in or clock out.	Service Provider Mara called the IVR to clock in from the member's home phone landline. She didn't think it went through, so she called again and clocked in again. There are now multiple calls for one visit; these visits will go to pending status.
Error During Clock In or Clock Out - 310	B - Incorrect service selected	None	The service provider entered or selected the incorrect service during clock in or clock out.	Service Provider Monique accidentally selected the wrong service when she clocked in using the mobile app.
Error During Clock In or Clock Out - 310	C - Incorrect EVV employee ID	None	The service provider entered an incorrect EVV employee ID during clock in or clock out.	Service Provider Luis accidentally entered his EVV employee ID wrong when he clocked in using the mobile app.
Error During Clock In or Clock Out - 310	D - Incorrect EVV member ID	None	The service provider entered or selected the incorrect EVV member ID during clock in or clock out.	Service Provider Tama was at the home of Ms. Jackson, but she accidentally selected the EVV member ID for Ms. Jones when she clocked in using the mobile app.

Reason Code Number	Reason Code Description	Free Text Requirements	Use When:	Scenario Examples
Error During Clock In or Clock Out - 310	E - Incorrect service delivery location	None	The service provider entered or selected the incorrect service delivery location during clock in or clock out.	Service Provider Daniel selected the wrong service delivery location when he clocked in and out using the mobile app.
Other - 600	None	Must explain why you're using this Reason Code	No other EVV Reason Code is applicable.	Service Provider LaToya clocked in and clocked out from inside the member's apartment unit, but the GPS coordinates pinged the management office; the GPS coordinates were off by 900 feet.