Reason Codes

1. Why can't there be a reason code that says, "merged call only"?

HHSC reviews all request for reason code changes. If you have a suggestion for a reason code, please submit it to the HHSC EVV mailbox.

2. Does the provider agency need to use Reason Code 121 when the attendant did not show up to work?

Yes, Reason Code 121, Attendant or Assigned Staff - No Call and No Show (NEW) should be selected when the attendant or assigned staff failed to report to work and did not inform the provider agency until after the missed schedule visit.

Remember, provider agencies must follow any program documentation rules and policies (if applicable) when the schedule is not worked.

3. Can Reason Code 105 also be used if the caregiver is with the client at a doctor appointment?

Yes, if the task is part of the individual/member service plan.

4. What reason code do we use if a Small Alternative Device (SAD) is being ordered?

Reason Code 200 should be used if a SAD has been ordered – (Initial or Replacement Order).

Reason Code 205 should be used when the SAD is pending installation.

5. Can Reason Code 305 be used if the attendant writes down the wrong token number?

Yes, you may use Reason Code 305 for an invalid SAD value, however free text is required. The provider must document the actual time service delivery begins and ends in the comment field. If the EVV system is missing the start or end time, the provider must document the missing time in the free text.

If Reason Code 305 is used for the same individual/member over a period greater than 14 calendar days, this may constitute misuse. If the attendant cannot enter the correct SAD value, more training should be provided.

6. What reason code do I use if an attendant says she is doing laundry (in the home) and is unable to clock out or in?

Laundry is not an emergency situation, the attendant should be able to clock-in or out. You must use a non-preferred reason code (900, 905 or 910) for this situation.

7. Can we use Reason Code 115 if the attendant calls in sick?

Yes, Reason Code 115, Individual or Member Agreed or Requested Attendant or Assigned Staff <u>Not Work </u>Schedule is selected when the attendant does not work and the individual/member was contacted and agreed, or the individual/member contacted the agency and requested the attendant not work.

Remember, provider agencies must follow any program documentation rules and policies (if applicable) when the schedule is not worked.

8. If the attendant does not work can the visit be deleted with documentation or do we use Reason Code 115 with documentation?

Only future visits can be canceled or deleted. If the attendant missed a visit you need to use the most appropriate reason code to explain why a visit was not worked.

Reason Code 115 should be used if the attendant does not work and the individual/member agreed. You may add Free Text to Reason Code 115, explaining why the visit was not worked but it is not required.

9. **If a client is hospitalized should we delete a visit using Reason Code 600 or zero out?**

Use Reason Code 600 when the individual/member is hospitalized. Confirm a visit using Reason Code 600 with zero pay hours.

10. **Do we have to enter the exact times made in and out, into the free text field?**

Yes, the actual time the attendant started and stopped providing services must be entered into the free text field, if required.

11. **If an attendant was instructed to call time in and out using a cell phone while the attendant is waiting on a SAD, do we have to go back and change reason codes to Reason Code 900.**

If the 60-day visit maintenance deadline has not passed, the provider agency may add the most appropriate reason code. Reason Code 200 – Small Alternative Device Has Been Ordered – (Initial or Replacement Order) is selected when a SAD has been ordered, but the provider has not yet received the device.

Please remember cell phone are not allowed to be used to clock-in and out of the EVV system.

12. **What reason code do we use if the attendant worked over the scheduled hours but was not authorized to do so?**

Reason Code 100 Scheduled Variation would be used. Reason Code 100 is selected when the attendant or assigned staff provided more or fewer hours of service than scheduled.

Remember, Reason Code 100 cannot be used when an attendant or assigned staff fails to clock-in and/or clock-out, unless the appropriate non-preferred reason code (900, 905, or 910) is also saved to the visit.

Pay hours must be adjusted to reflect what the provider agency is going to bill the payor for that visit.

Provider agencies must follow any program documentation rules and policies (if applicable) when there is a schedule variation.

13. **What reason code should be used when the attendant cannot clock in or out due to having problems with their cell phone not working.**

Cell phones are not allowed to be used to clock-in and out of the EVV system. If an attendant uses their cell phone or the individual's cell phone to clock-in or clock-out the provider agency would have to use non-preferred Reason Code 915, Wrong Phone Number to confirm the visit.

14. **What would be a good code when attendant clocks in and clocks out with an incorrect ID number but the time is shown when the attendant did clock out?**

Reason Code 120, Invalid Attendant or Assigned Staff or Individual or Member ID Entered – Verified Services Were Delivered is selected when an attendant did not accurately or completely enter their employee EVV ID or the individual/member EVV ID into the EVV system.

15. **An attendant is headed to their shift, and the motor on their car blows. Is this a Reason Code 130?**

No, Reason Code 130, Disaster or Emergency only applies to the individual or member. The most appropriate reason code to use would depend on if the attendant ended up working or not or if another attendant filled in.

16. **If the attendant pressed 1 to clock-in for both the in and out call, we switch the later call to out call. Can we then use Reason Code 215 to confirm that visit?**

Yes, Reason Code 215- Reversal of Call-In / Call-Out Times (NEW) is selected when an attendant or assigned staff reversed a call-in for a call-out or a call-out for a call-in.

17. **What reason code would you use if the individual/member relocates from one place to another and their landline is pending reconnection?**

> Reason Code 400, Individual/Member Does Not Have Home Phone – Verified Services Were Delivered would be the most appropriate reason code. If the phone is not reconnected within 14 days, please document the situation and how long it will take to reconnect the phone line.

18. **What reason code do we use if the attendant called-in, but did not call-out and you are not going to pay attendant?**

> If the attendant or assigned staff forgets to call-out, you would have to use Reason Code 905, Attendant or Assigned Staff Failed to Call Out –Verified Services Were Delivered. Free text is required and you must document the actual time service ended in the comment field. Please contact Texas Workforce Commission for any questions regarding paying your attendants.

19. **If we employ an attendant with disabilities (deaf and/or blind), what reason code are we to use?**

> There is not a specific reason code to use if an attendant has a visual or hearing impairment. Contact your EVV vendor and payor to see how the attendant can be accommodated.

20. **If an attendant clocked out more than 30 minutes after their shift ends, would the visit be eligible to use Reason Code 700 for downward adjust or Reason Code 905 failed to clock-out?**

> This would depend on if the attendant forgot to clock-out and remembered 30 minutes later or if the attendant worked 30 minutes extra.
>
> If they forgot to clock out, you would use Reason Code 905 and can adjust the pay hours down. If they worked more hours than scheduled, then you can use Reason Code 100.

21. **If we have to create visits after the fact because they did not call in and out, do we use Reason Code 700 if they worked over the scheduled hours more than an hour?**

No, if an attendant did not call in and out you must use Reason Code 915, Attendant or Assigned Staff Failed to Call In and Out – Verified Services Were Delivered.

You must verify services were delivered and enter required free text. You must document actual time services started and ended.

Reason Code 100, Schedule Variation is used when the attendant worked more or less hours than scheduled. If there is no call in/out, the appropriate non-preferred reason code must also be saved to the visit.

22. **Will there be a reason code for supervision hours?**

At this time, there is no reason code specific to supervisor hours.

23. **If Reason Code 200 is used more than 14 days because the provider agency is still waiting on a token, what will happen?**

Provider agencies should contact the vendor to check status of the request. If the vendor has not sent a SAD within 10 business days from the date the vendor received a complete order form, the provider should notify the appropriate payor.

Using Reason Code 200 for an extended period of time may constitute misuse of this preferred reason code.

24. **What if the provider forgot to clock-out and then clocked out more than an hour later?**

That is a failure to clock-out, use non-preferred Reason Code 905 and add the required free text. Adjust the pay hours down to what was actually worked and what you are billing for.

25. **What if the case worker asked us to stop services; do we suspend in EVV services?**

Yes, if a schedule is already in the system you can use Reason Code 600-Service Suspension to clear those visits. Remember only future visits can be canceled.