

**Health and Human Services Commission (HHSC)**  
**Electronic Visit Verification (EVV) Reason Code and Required Free Text Policy**  
**(Revised)**  
**Effective Sept. 1, 2019**

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**Policy**

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The HHSC EVV Reason Code and Required Free Text Policy requires program providers to select the most appropriate EVV reason code number(s) and reason code description option and enter any required free text when performing visit maintenance in the EVV system.

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**Misuse of EVV Reason Codes**

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Program providers must select the most appropriate EVV reason code number(s) and reason code description option (A, B, C, etc.) to explain why the EVV system could not electronically verify the service delivery visit.

Program providers must select the EVV non-preferred reason code and most appropriate reason code description option when attendants fail to use the EVV system to clock in and/or clock out.

Using the same EVV reason code number and reason code description option for the same member more than 14 days within a calendar month may constitute misuse of reason codes.

If a program provider uses the same EVV reason code number and same reason code description option for more than 14 days within a calendar month, the program provider must document the situation that caused the use of the same reason code number and description option.

**Grace Period for Misuse of Reason Codes**

Reason codes are required in the EVV system to clear visit exceptions, however program providers will not be assessed for misuse of reason codes for visits with dates of service between Sept. 1, 2019 through Aug. 31, 2020.

During the grace period, program providers *will be required to:*

- Use the EVV system.
- Complete visit maintenance before billing.
- Train/re-train their staff on using the most appropriate reason code/descriptions.
- Review the *EVV Reason Code Usage and Free Text Report* and become familiar with the data.

**Compliance**

After the grace period, misuse of an EVV reason code(s) may result in enforcement action(s), including recoupment of associated claim(s).

Refer to the EVV Compliance Oversight Reviews policy for additional information.

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**HHSC EVV Reason Codes – Effective Sept. 1, 2019**

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Program providers must select the most appropriate EVV reason code number(s) and reason code description option (A, B, C, etc.), and enter any required free text when performing visit maintenance in the EVV system. All reason codes numbers, except reason code number 900, are considered preferred reason codes.

Reason Code	Number	Reason Code Description
Overnight Visit (If applicable)	000	This reason code is a system-generated reason code used by the EVV vendor when the EVV system auto-generates a clock out at 11:59 pm and a clock in at 12:00 am for overnight visits. This reason code is not available for program provider use.
Service Variation	100	The program provider will select this reason code and the appropriate reason code description when acceptable 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
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Disaster	130	The program provider will select this reason code and the appropriate reason code description when all or part of the scheduled services were unable to be delivered due to a natural disaster.
		A - Flood
		B - Hurricane
		C - Ice/snow storm
		D - Tornado

Reason Code	Number	Reason Code Description
		E - Wildfire
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Emergency	131	The program provider will select this reason code when all or part of the scheduled services were unable to be delivered due to an emergency with the member.  <b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Alternative Device	200	The program provider will select this reason code and the appropriate 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
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Mobile Device	201	The program provider will select this reason code and the appropriate 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
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Technical Issues	300	The program provider will select this reason code and the appropriate reason code description when technical issues prevented staff from clocking in and/or clocking out of the EVV system.
		A - Phone lines not working
		B - Malfunctioning alternative device
		C - Incorrect alternative device value
		D - Incorrect employee ID entered
		E - Incorrect member EVV ID entered

Reason Code	Number	Reason Code Description
		F - Malfunctioning mobile device/application
		G - Multiple calls for one visit
		H - Reversal of call in/out time
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Landline Not Accessible	400	The program provider will select this reason code and the appropriate reason code description when the member's home landline phone was not accessible, which prevented staff from clocking in and/or clocking out of the EVV system.
		A - Member does not have home phone
		B - Member phone unavailable
		C - Member refused staff use of phone
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Service Suspension	500	The program provider will select this reason code when the member's services are suspended.
Other	600	The program provider will select this reason code when an EVV system exception cannot be addressed using any other reason codes and reason code descriptions.
		<b>Free text is required: The program provider must document why use of this reason code was required and document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>
Non-Preferred	900	The program provider will select this reason code and the appropriate reason code description when staff failed to clock in and/or clock out of the EVV system.
		A - Failure to call in
		B - Failure to call out
		C - Failure to call in and out
		D - Wrong phone number
		<b>Free text is required: The program provider must document any missing actual clock in or clock out time not electronically captured by the EVV system.</b>

### Compliance

Inappropriate use of an EVV reason code(s) may result in enforcement action(s), including recoupment of associated claim(s).

Refer to the EVV Compliance Oversight Reviews policy for additional information.

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### EVV Reason Code Free Text Requirements

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**Free text is required for ANY missing (applies to all reason codes):**

- Actual clock in time when EVV services begin;
- Actual clock out time when EVV services end; or
- Actual clock in and clock out time when EVV services begin and end.

When the EVV system cannot electronically capture the actual clock in or clock out time, the program provider must verify actual time worked and document any missing actual clock in or clock out time in the free text field.

Examples of required free text:

- *“Actual clock in was 8:05 am” or “8:05 am”*
- *“Actual clock out was 1 pm” or “1 pm”*
- *“Actual clock in was 10 am, and actual clock out was at 4 pm” or “10 am-4 pm”*

Free text is also required whenever the following reason codes are used:

- **Reason Code 131 - Emergency:** The program provider must describe the nature of the emergency and document any missing actual clock in or clock out time.
- **Reason Code 600 - Other:** The program provider must document the reason why “other” was selected and document any missing actual clock in or clock out time.

#### **Compliance**

Failure to document any required free text may result in enforcement actions; including recoupment of associated claim(s).

Refer to the EVV Compliance Oversight Reviews policy for additional information.