

#	HHSC Reason Code (RC) - Effective 07/1/2017	Instructions and Examples of Use	Category
100	Schedule Variation	RC 100 is selected when the attendant or assigned staff provides more or fewer hours of service than scheduled or provides services at a different time of day than scheduled, as requested by the individual/member. All situations that require documentation must be documented according to program policy. This reason code cannot be used when an attendant or assigned staff fails to clock in and/or clock out, unless the appropriate non-preferred reason code (RC 900, 905 or 910) is also saved to visit. Misuse of this preferred reason code may result in contract action(s). This is a preferred reason code.	Preferred Variation
105	Services Provided Outside the Home – Supported By Service Plan	RC 105 is selected when the attendant or assigned staff cannot call in and/or call out because some or all of the scheduled services were provided outside of the home in accordance with program policy. This is a preferred reason code.	Preferred Variation
110	Fill-in for Regular Attendant or Assigned Staff	RC 110 is selected when someone other than the scheduled attendant or assigned staff provides services. This is a preferred reason code.	Preferred Variation
115	Individual/Member Agreed or Requested Attendant or Assigned Staff <u>Not Work</u> Schedule	RC 115 is selected when the attendant or assigned staff does not work and the individual/member was contacted and agreed, or the individual/member contacted the agency and requested the attendant or assigned staff not work. All situations that require documentation must be documented according to program policy. This is a preferred reason code.	Preferred Variation
120	Invalid Attendant or Assigned Staff or Individual/Member ID Entered – Verified Services Were Delivered	RC 120 is selected when an attendant or assigned staff does not accurately or completely enter his/her employee ID and/or the individual's/member's EVV ID into the EVV system. This is a preferred reason code.	Preferred Variation
121	Attendant or Assigned Staff - No Call and No Show (NEW)	RC 121 is selected when there is a planned schedule entered in the EVV system and the attendant or assigned staff failed to report to work and did not inform the provider agency until after the missed scheduled visit. All situations that require documentation must be documented according to program policy. This is a preferred reason code.	Preferred Variation
125	Multiple Calls For One Visit	RC 125 is selected when an attendant or assigned staff makes multiple calls for a single scheduled visit. RC 125 is not used if technical issues with the phone prevent the attendant or assigned staff from calling in. RC 300 should be used for technical problems with the phone. This is a preferred reason code.	Preferred Variation
130	Disaster or Emergency	RC 130 is selected when an attendant or assigned staff is unable to provide all or part of the scheduled services to an individual/member due to a disaster (e.g., flood, tornado, ice storm, fire, etc.) or other emergency (e.g., EMS must be called). Free text is required in the comment field; the provider must document the nature of the disaster or emergency and the actual time service delivery begins and/or ends in the comment field. This is a preferred reason code.	Preferred Variation
135	Confirm Visits with No Schedule (NEW)	RC 135 is selected when the attendant or assigned staff provides services, as requested by the individual/member, but there was no schedule in the EVV system. All situations that require documentation must be documented according to program policy. This is a preferred reason code.	Preferred Variation
200	Small Alternative Device Has Been Ordered – (Initial or Replacement Order)	RC 200 is selected when a small alternative device has been ordered, but the provider has not yet received the device. Misuse of this preferred reason code may result in contract action(s). This is a preferred reason code.	Small Alternative Device
205	Small Alternative Device Pending Installation	RC 205 is selected when a small alternative device has been received by the provider, but the provider has not yet installed the device in the individual's/member's home. Use of RC 205 for the same individual/member over a period greater than 14 calendar days may constitute misuse of this preferred reason code. This is a preferred reason code.	Small Alternative Device
210	Missing Small Alternative Device	RC 210 is selected when the small alternative device cannot be located in the individual's/member's home. If the small alternative device is not located within 14 calendar days, the provider agency must request a replacement. This is a preferred reason code.	Small Alternative Device
215	Reversal of Call In/Out Times (New)	RC 215 is selected when an attendant or assigned staff reverses a call in for a call out or a call out for a call in. This is preferred reason code.	Small Alternative Device (or landline)

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300	Phone Lines Not Working – Attendant or Assigned Staff Not Able to Call – Verified Services Were Delivered	RC 300 is selected when call in or call out is not possible due to technical problems with landline phone (e.g., individual’s/member’s phone not working, phone line is disconnected or EVV vendor system issues). Continuous vendor system issues must be reported to your EVV vendor. Please notify payor(s) within 48 hours of unresolved vendor system issues. This is a preferred reason code.	Technical Issue
305	Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value – Verified Services Were Delivered	RC 305 is selected when a small alternative device malfunctions or provides invalid values. Free text is required in the comment field; the provider must document the actual time service delivery begins and/or ends. If the EVV system is missing the start or end time of a visit, the provider must document the missing time in the Free Text. If RC 305 is used for the same individual/member over a period greater than 14 calendar days, a replacement small alternative device should be ordered. This is a preferred reason code.	Technical Issue
310	Malfunctioning Mobile Application	RC 310 is selected when the EVV mobile application malfunctions and prevents an attendant or assigned staff from documenting the time service delivery begins and/or ends in the EVV system. Free text is required in the comment field; the provider must document the nature of the problem with the mobile application AND the actual time service delivery begins and/or ends in the comment field. This is a preferred reason code.	Technical Issue
400	Individual/Member Does Not Have Home Phone – Verified Services Were Delivered	RC 400 is selected when an individual/member does not have a home landline phone and requires the use of a small alternative device, but one has not yet been requested by the individual/member. Provider has 14 calendar days to submit a completed <i>Medicaid EVV Small Alternative Device Agreement and Order</i> form to the EVV vendor after learning an individual/member requires a small alternative device. Use of RC 400 for the same individual/member over a period greater than 14 calendar days may constitute misuse of this preferred reason code. This is a preferred reason code.	Phone Not Accessible
405	Phone Unavailable – Verified Services Were Delivered	RC 405 is selected when the attendant or assigned staff cannot use the phone to call-in and/or call-out because the phone is in use when the service provision begins or ends (e.g., the individual/member is on the phone with his/her doctor) Use of RC 405 for the same individual/member over a period greater than 14 calendar days may constitute misuse of this preferred reason code. If this becomes a routine issue, a small alternative device should be ordered. This is a preferred reason code.	Phone Not Accessible
410	Individual/Member Refused Attendant or Assigned Staff Use of Phone – Verified Services Were Delivered	RC 410 is selected when an attendant or assigned staff cannot use the phone to call in or call out of the EVV system because the individual/member refuses to allow the attendant or assigned staff to use the phone in this particular instance (e.g., the individual/member does not trust the fill-in attendant or assigned staff) Use of RC 410 for the same individual/member over a period greater than 14 calendar days may constitute misuse of this preferred reason code. If this becomes a routine issue, a small alternative device should be ordered. This is a preferred reason code.	Phone Not Accessible
500	In-Home Respite Services	RC 500 is selected when unscheduled in-home respite services are provided. This is a preferred reason code.	Special Service Situation
505	Consumer Directed Services (CDS) Employer Time Correction	RC 505 is ONLY selected by individuals/members self-directing their services using the CDS option who need to correct an EVV entry. This reason code should only be used by CDS employers or Financial Management Services Agencies (FMSAs). This is a preferred reason code.	Special Service Situation
600	Service Suspension	RC 600 is selected when the provider has suspended the individual’s/member’s services per program policy (e.g., the individual/member is in the hospital or temporarily in a nursing facility). All situations that require documentation must be documented according to program policy. This is a preferred reason code.	Suspension/ Reinstatement
700	Downward Adjustment to Billed Hours	RC 700 is selected when the time billed is adjusted downward to offset rounding. The EVV system applies rounding rules to the <u>total actual hours</u> for each visit. Each visit is rounded to the nearest quarter hour (0, 15, 30 or 45 minutes past the hour) based on the total actual hours. As a result of the rounding rules, providers must sometimes round hours down, causing an exception that must be cleared. MCO-Contracted provider agencies should contact their contracted MCOs for detailed information regarding MCO rounding policy. Misuse of this preferred reason code may result in contract action(s). Free text is not required. This is a preferred reason code.	Billing

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900	Attendant or Assigned Staff Failed to Call In – Verified Services Were Delivered	RC 900 is selected when an attendant or assigned staff fails to use the EVV system to call in. Free text is required in the comment field to document the actual “call in” time. This is a NON-preferred reason code.	NON-Preferred
905	Attendant or Assigned Staff Failed to Call Out – Verified Services Were Delivered	RC 905 is selected when an attendant or assigned staff fails to use the EVV system to call out. Free text is required in the comment field to document the actual “call out” time. This is a NON-preferred reason code.	NON-Preferred
910	Attendant or Assigned Staff Failed to Call In and Out – Verified Services Were Delivered	RC 910 is selected when an attendant or assigned staff fails to use the EVV system to call in and call out (e.g., the attendant or assigned staff fails to call in and call out on the individual’s/member’s home landline, or the attendant or assigned staff fails to enter the small alternative device values in the EVV system). Free text is required in the Comment field; the provider must record the actual time service delivery begins and ends in the Comment field. This is a NON-preferred reason code.	NON-Preferred
915	Wrong Phone Number – Verified Services Were Delivered	RC 915 is selected when calls for a visit are received from a number that is not recognized by the EVV system. This is a NON-preferred reason code.	NON-Preferred
999	Other	RC 999 is selected when a provider must address an EVV system exception that cannot be addressed using any of the other reason codes. Free text is required in the comment field explaining why use of this code was required. This is a NON-preferred reason code.	NON-Preferred

HHSC Reason Code Category	Numbers	Definition
Preferred Variation	100-199	These preferred reason codes reflect situations that are acceptable variations in the proper use of the EVV system.
Small Alternative Device	200-299	These preferred reason codes are related to Small Alternative Devices.
Technical Issue	300-399	These preferred reason codes reflect situations where technical problems prevented the proper use of the EVV system.
Phone Not Accessible	400-499	These preferred reason codes reflect situations where an individual's/member's home landline phone could not be used by the attendant or nurse.
Special Service Situation	500-599	These preferred reason codes reflect acceptable special situations or special kinds of services that require visit maintenance in an EVV system.
Suspension/Reinstatement	600-699	These preferred reason codes are related to service suspensions and reinstatements.
Billing	700-799	These preferred reason codes are related to acceptable adjustments in visit maintenance required for billing and administrative purposes.
NON-Preferred	900-999	These reason codes are non-preferred and generally indicate a failure to use the EVV system properly.