

# Health and Human Services Commission Electronic Visit Verification Reason Code Training

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**Health and Human Services Commission  
and  
Department of Aging and Disability Services  
May 2016**

# EVV Reason Codes

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- Reason codes are used in visit maintenance when making corrections to a visit.
- Reason codes explain the specific reason a change was made to the visit.
- In addition to the reason code, the provider can enter free text in the EVV system.
- Providers must associate the *most appropriate* reason code with each change made in visit maintenance and enter any required free text in the comment field.

# EVV Reason Codes

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- As of July 1, 2015, there are a total of 25 reason codes in the HHSC-approved EVV systems.
  - 20 Preferred Reason Codes
  - 5 Non-preferred Reason Codes

# Reason Code Categories

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- The reason codes have been grouped into categories in order to:
  - Assist providers in quickly identifying which reason codes may apply to a particular situation in order to facilitate visit maintenance.
    - Example:
      - An attendant reports there was a technical problem with the home landline telephone.
      - The person performing visit maintenance knows to look in the Technical Issues category (reason codes 300-399) to find the most appropriate reason code.

# Reason Code Categories

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- The Reason Code Categories are:
  - **Preferred Variation**
    - Reason Codes 100-199
    - These reason codes are preferred and generally indicate situations that are acceptable variations in the proper use of the EVV system.
  - **Small Alternative Device**
    - Reason Codes 200-299
    - These preferred reason codes are related to small alternative devices.

# Reason Code Categories

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- **Technical Issue**
  - Reason Codes 300-399
  - These preferred reason codes reflect situations where technical problems prevented the proper use of the EVV system.
- **Phone Not Accessible**
  - Reason Codes 400-499
  - These preferred reason codes reflect situations where an individual's or member's home landline phone could not be used by the attendant.

# Reason Code Categories

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- **Special Service Situation**
  - Reason Codes 500-599
  - These preferred reason codes reflect acceptable special situations or special kinds of services that require visit maintenance in an EVV system.
- **Suspension or Reinstatement**
  - Reason Codes 600-699
  - These preferred reason codes are related to service suspensions and reinstatements.

# Reason Code Categories

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- **Billing**
  - Reason Codes 700-799
  - These preferred reason codes are related to acceptable adjustments in visit maintenance required for billing and administrative purposes.
- **Non-preferred**
  - Reason Codes 900-999
  - These reason codes are non-preferred and generally indicate a failure to use the EVV system properly.

# Reason Codes and Verification

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- Some reason codes include the requirement to verify that services were delivered.
- Provider agencies must follow program policies and procedures to verify and document required service delivery information for each visit as part of the visit maintenance process.

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- **Reason Code 100 – Schedule Variation**
    - Category: Preferred Variation
    - When the attendant provides more or fewer hours than scheduled.
    - When the visit is rescheduled for a different day.
    - All situations that require documentation must be documented according to program policy.
    - This is a preferred reason code.

# Reason Code 105

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- **Reason Code 105 – Services Provided Outside the Home – Supported By Service Plan or Verified with Individual or Member Receiving Services**
    - **Category: Preferred Variation**
    - **When the attendant cannot call in or call out because some or all of the scheduled services were provided outside of the home in accordance with program policy.**
    - **When the individual/member is staying at an alternate location with no landline or Small Alternative Device.**
    - **This is a preferred reason code.**

# Reason Code 110

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- **Reason Code 110 – Fill-in for Regular Attendant**
    - Category: Preferred Variation
    - Use reason code 110 when someone other than the scheduled attendant provides services.
    - This is a preferred reason code.

## Reason Code 115

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- **Reason Code 115 – Individual or Member Agreed or Requested Attendant Not Work Schedule**
    - Category: Preferred Variation
    - When the attendant does not work and the individual/member was contacted and agreed to the change in schedule
    - The individual/member contacted the agency and requested the attendant not work.
    - All situations that require documentation must be documented according to program policy.
    - This is a preferred reason code.

## Reason Code 120

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- **Reason Code 120 – Invalid Attendant or Individual or Member ID Entered – Attendant Verified**
    - **Category: Preferred Variation**
    - **When an attendant does not accurately or completely enter his or her employee ID or the individual's or member's EVV ID into the EVV system.**
    - **This is a preferred reason code.**

## Reason Code 125

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- **Reason Code 125 – Multiple Calls for One Visit**
  - Category: Preferred Variation
  - When an attendant makes multiple calls for a single scheduled visit.
  - Reason code 125 is not used if technical issues with the phone prevent the attendant from calling in.
  - Reason code 300 should be used for technical problems with the phone.
  - This is a preferred reason code.

# Reason Code 130

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- **Reason Code 130 – Disaster or Emergency**
    - **Category: Preferred Variation**
      - This is a new HHSC reason code.
    - **When an attendant is unable to provide all or part of the scheduled services to an individual or member due to:**
      - A disaster (e.g., flood, tornado, ice storm, fire) or
      - An emergency for the individual or member (e.g., EMS must be called, the individual or member has fallen and must go to the hospital).

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# Reason Code 130 (continued)

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- **Reason Code 130 – Disaster or Emergency**  
(continued)
  - 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 or ends in the comment field.
  - This is a preferred reason code.

## Reason Code 200

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- **Reason Code 200 – Small Alternative Device Has Been Ordered – (Initial or Replacement Order)**
    - **Category - Small Alternative Device**
    - **When a small alternative device has been ordered, but the provider has not yet received the device.**
    - **This is a preferred reason code.**

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- **Reason Code 205 – Small Alternative Device Pending Installation**
    - Category - Small Alternative Device
    - When a small alternative device has been received by the provider, but the provider has not yet installed the device in the individual/member's home.
    - NOTE: Use of reason code 205 for the same individual or member over a period greater than 14 calendar days may constitute misuse of this preferred reason code.
    - This is a preferred reason code.

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- **Reason Code 210 – Missing Small Alternative Device**

- **Category - Small Alternative Device**
  - This is a new HHSC reason code.
- When the small alternative device cannot be located in the individual's or 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.

## Reason Code 300

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- **Reason Code 300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered**
    - Category - Technical Issues
    - Use reason code 300 to document service delivery when call in or call out is not available due to technical problems (e.g., phone lines down, individual's or member's phone is not working, phone line is disconnected).
    - This is a preferred reason code.

## Reason Code 305

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- **Reason Code 305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered**
    - Category - Technical Issues
    - 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 ends in the comment field.

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# Reason Code 305 (continued)

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- **Reason Code 305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered (continued)**
  - **NOTE:** If reason code 305 is used for the same individual or member over a period greater than 14 calendar days, a replacement small alternative device should be ordered.
  - This is a preferred reason code.

# Reason Code 310

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- **Reason Code 310 – Mobile Application Problems**
    - Category - Technical Issues
    - When a problem with an EVV mobile application prevents an attendant 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 or ends in the comment field.
    - This is a preferred reason code.

**\*\*\*EVV mobile app currently not available**

## Reason Code 400

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- **Reason Code 400 – Individual or Member Does Not Have Home Phone – Verified Services Were Delivered**
    - Category - Phone Not Accessible
    - When a provider agency discovers an individual/member does not have a home phone and qualifies for a SAD.
    - Provider agency has 10 calendar days to submit a completed *Medicaid EVV Small Alternative Device Agreement* form to the EVV vendor after learning that an individual/member qualifies for a small alternative device.

# Reason Code 400 (continued)

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- **Reason Code 400** – Individual or Member Does Not Have Home Phone – Verified Services Were Delivered (continued)
  - **NOTE:** Use of reason code 400 for the same individual or member over a period greater than 10 calendar days may constitute misuse of this preferred reason code.
  - This is a preferred reason code.

## Reason Code 405

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- **Reason Code 405 – Phone Unavailable – Verified Services Were Delivered**
    - Category - Phone Not Accessible
    - When the attendant cannot use the phone to call-in or call-out because the phone is in use when the service provision begins or ends (e.g., the individual/member is on the line with his/her doctor when the attendant begins the shift).

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# Reason Code 405 (continued)

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- **Reason Code 405 – Phone Unavailable – Verified Services Were Delivered (continued)**
  - **NOTE:** Use of reason code 405 for the same individual or 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.

## Reason Code 410

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- **Reason Code 410 – Individual or Member Refused Attendant Use of Phone – Verified Services Were Delivered**
    - Category - Phone Not Accessible
    - When an attendant cannot use the phone to call-in or call-out of the system because the individual/member refuses to allow the attendant to use the phone in this particular instance.
    - This is a preferred reason code.

\*NOTE: Use of reason code 410 for the same individual or 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.

# Reason Code 500

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- **Reason Code 500 – In-Home Respite Services**
    - Category - Special Service Situation
    - Use reason code 500 when in-home respite services are provided.
    - This is a preferred reason code.

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- **Reason Code 505 – Consumer Directed Services (CDS) Employer Time Correction**
    - Category - Special Service Situation
    - Only used 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.

# Reason Code 600

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- **Reason Code 600 – Service Suspension**
    - Category - Suspension or Reinstatement
    - When the provider has suspended the individual's or member's services per program policy (e.g., the individual or 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.

## Reason Code 700

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- **Reason Code 700 – Downward Adjustment to Billed Hours**
    - Category – Billing
    - When the Pay Hours are adjusted downward to offset rounding.
    - The EVV system applies rounding rules to the total actual hours for each visit. Each visit is rounded to the nearest quarter hour (0, 15, 30 or 45 minutes past the hour) based on the actual hours.

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# Reason Code 700 (continued)

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- **Reason Code 700 – Downward Adjustment to Billed Hours (continued)**
  - As a result of the rounding rules, providers must sometimes round hours down, causing an exception that must be cleared in visit maintenance.
  - MCO-contracted provider agencies should contact their contracted MCOs for detailed information regarding MCO rounding policies.
  - Free text is not required.
  - This is a preferred reason code.

## Reason Code 900

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- **Reason Code 900 – Attendant Failed to Call-In – Verified Services Were Delivered**
    - Category: Non-Preferred
    - When an attendant fails to use the EVV system to call in.
    - Free text is required in the comment field to document the actual “call in” time. For example: 8:05a, or 3:00pm
    - This is a non-preferred reason code.

## Reason Code 905

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- **Reason Code 905 – Attendant Failed to Call-Out – Verified Services Were Delivered**
    - Category: Non-Preferred
    - When an attendant fails to use the EVV system to call out.
    - Free text is required in the comment field to document the actual “call out” time. For example: 12pm or 2:25am
    - This is a non-preferred reason code.

## Reason Code 910

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- **Reason Code 910 – Attendant Failed to Call-In and Call-Out – Verified Services Were Delivered**
  - Category: Non-Preferred
  - When an attendant fails to use the EVV system to call in and call out.
  - Free text is required in the comment field; the provider must record the actual time service delivery begins and ends in the comment field. For example: 9am-11:05am
  - This is a non-preferred reason code.

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- **Reason Code 910 – Attendant Failed to Call-In and Call-Out – Verified Services Were Delivered**
    - **Examples of when to use RC 910:**
      - The attendant fails to call in and call out on the individual's/member's home landline.
      - The attendant fails to enter the small alternative device values in the system within seven days.

## Reason Code 915

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- **Reason Code 915 – Wrong Phone Number – Verified Services Were Delivered**
    - Category: Non-Preferred
    - When calls for a visit are received from a number that is not recognized by the EVV system.
    - For example, the attendant is using their personal cell phone to call in and out of the EVV system.
    - This is a non-preferred reason code.

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- **Reason Code 999 – Other**
    - Category: Non-Preferred
    - Use reason code 999 when a provider must address an EVV system exception that cannot be addressed using any of the other reason codes.
    - Use of reason code 999 - “Other” should be very rare, as there are reason codes to explain most situations.
    - Free text is required in the comment field explaining why use of this code was required.
    - This is a non-preferred reason code.

# Summary of Reason Codes Requiring Free Text

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- Seven reason codes require free text entry in the comment field.
  - Reason Code 130 – Disaster or Emergency
    - Free text comments required to document the nature of the disaster or emergency and actual time in and/or time out
  - Reason Code 305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
    - Free text comments required to document actual time in and time out

# Summary of Reason Codes Requiring Free Text (continued)

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- Reason Code 310 – Mobile Application Problems
  - Free text comments required to document the nature of the problem and actual time in and time out
- Reason Code 900 – Attendant Failed to Call In – Verified Services Were Delivered
  - Free text comments required to document actual time in
- Reason Code 905 – Attendant Failed to Call Out – Verified Services Were Delivered
  - Free text comments required to document actual time out

# Summary of Reason Codes Requiring Free Text (continued)

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- Reason Code 910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
  - Free text comments required to document actual time in and time out
- Reason Code 999 – Other
  - Providers must enter free text in the comments field to explain the use of this reason code.

# Things to Remember about Reason Codes

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- Once you save a non-preferred reason code to a visit it cannot be undone. That visit is now a non-preferred visit, even when you save preferred reason codes to the same visit.
- If you use one of the reason codes that require free text and fail to enter the required free text in the comment field, the visit is subject to recoupment during DADS contract monitoring.
- All situations that require documentation must be documented according to program policy.

**\*\*Update for MEDsys users, you no longer have to enter a reason code when manually entering SAD values in the EVV system.**

# EVV Reason Code Reports

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- **Reason Code Usage Report-**This report shows which reason codes were used, how often, and in what percentage of verified visits. It also offers a comparison to overall usage of reason codes within a selected payor's universe during a specified timeframe.
- **Reason Code Free Text Report-** This report is used to review a provider's use of reason codes and to ensure all required free text entries were made.
- **EVV Visit Log-** shows reason codes used for each visit and any free text.

# Reason codes

## Frequently Asked Questions

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These questions were submitted to the  
DADS EVV mailbox

# Reason Code Frequently Asked Questions

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**Q:** I would like to know what reason codes to use when a client request to change the day of the schedule, not just the time, Reason code 100 say more or fewer hours but in this case, for example, client is scheduled for Tuesday, Thursday and Saturday but said for next week she will need someone on Friday instead of Saturday what reason codes we should use?

**A:** **Reason Code 100, Schedule Variation** would be the most appropriate reason code for this situation. RC 100 can also be used if the individual/member requested the attendant work a different day than what was scheduled. Please remember to follow any program rules that require you to document when there is a schedule variation.

**Q:** I have some caregivers who sometimes stay longer to help even though they know that time will not be pay, can we use code 700 to downward adjusted bill?

**A:** For situations where the attendant is working longer, but not getting paid, they should clock-out at the scheduled time the visit is over and then stay to help. At that point they would not be on the clock. Reason Code 700 is primary used to offset the rounding caused by the EVV system.

# Reason Code Frequently Asked Questions

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Q: Our attendants are not required to have a set schedule, can you inform me on which reason code to use, if a situation that require me to make a change, for example if I have to merge a call, the schedule in the system is 0800am-1000am, but attendant doesn't clock in until 0300pm and clocks out at 1000pm, (calls don't attach so VM is required). Per the reason codes we have I don't see one that would fit that situation.

A: For any type of schedule variation you can use **Reason Code 100, Schedule Variation**. If the service is respite you can use **Reason Code 500, In-Home Respite Services**.

# Reason Code Frequently Asked Questions

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**Q:** Request clarification and guidance whenever an attendant works less than the planned hours. Are we supposed to adjust the billed amount to agree with the actual worked hours? Do we adjust the actual worked hours to agree with the amount to be billed or do we leave it as it is? Sometimes the attendant works 15 or 20 minutes less than what is on the schedule, and we need guidance from you regarding this important matter.

**A:** If the attendant works less hours than what was scheduled you will need to use **Reason Code 100, Schedule Variation** to clear that exception. You will also need to document why they worked less in the client's file or the reason code free text. You should only bill what hours were actually worked. You cannot adjust "actual hours".

If this is a pattern I would ask the attendant why they are leaving early. Did the individual want them to leave early or is the attendant wanting to leave early and shorting the individual authorized time?

# Reason Code Frequently Asked Questions

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**Q:** I have a concern. CLASS clients are allowed to leave their primary residence for some time. Services could be provided in this alternative residence. If the token is tied down in the primary residence, what code will be used to bill and pay attendants. Please advise.

**A:** If an individual goes to another residence to receive their services, the agency can use **Reason Code 105, Service Provided Outside the Home**, for those visits. In the EVV system, you can enter the Pay Hours for those visits, according to what the attendant actually worked. You can add a comment in the comment field section, the individual was receiving care in an alternate location for an extended period of time. Please be sure you are following any program rules regarding receiving services in alternate locations.

# Reason Code

## Frequently Asked Questions

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**Q:** Does an attendant have to clock in and out when providing in home respite care services using the device or landline telephone or may the agency use reason code 500 every time any attendant provides in-home respite care services?

**A:** If the attendant is able to clock in and out they should, whether landline or SAD. If there is no schedule to match, for example respite was not planned, a call in and out will create an exception that needs to be cleared. You can use **Reason Code 500, In-Home Respite Service**, to clear that exception.

**Q:** I would like to know what happens when an individual receives In-home Respite, do the respite providers have to clock in and out using EVV? Respite is supposed to be “whenever necessary”, not a scheduled service.

**A:** In-home respite IS subject to EVV under managed care and DADS CLASS and MDCP programs. The attendant should use the EVV system to clock-in and out for respite. If there is no schedule to match, for example respite was not planned, a call in and out will create an exception that needs to be cleared. You can use **Reason Code 500, In-Home Respite**, to clear that exception.

# EVV Contacts

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# Contacts for Reason Codes Inquiries for DADS and HHSC Contracted Providers

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- Questions regarding reason codes can be sent to your contracted payor:
  - **DADS**
    - DADS - [DADS.EVV@dads.state.tx.us](mailto:DADS.EVV@dads.state.tx.us)
  - **HHSC**
    - [Electronic\\_Visit\\_Verification@HHSC.state.tx.us](mailto:Electronic_Visit_Verification@HHSC.state.tx.us)

# Contacts for Reason Codes Inquiries for MCO Contracted Providers

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- **Amerigroup**
  - 1-855-817-5790
- **Cigna HealthSpring**
  - 1-877-653-0331
  - Email: [ProviderRelationsCentral@healthspring.com](mailto:ProviderRelationsCentral@healthspring.com)
- **Molina**
  - 1-866-449-6849
- **Superior**
  - 1-877-391-5921
- **United**
  - 1-888-887-9003
  - Email: [uhc\\_cp\\_prov\\_relations@uhc.com](mailto:uhc_cp_prov_relations@uhc.com)

Thank you for your time and  
continued partnership!

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