



Electronic Visit Verification (EVV)

EVV Reason Codes Effective Oct. 1, 2023

Program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers must select the most appropriate reason code, reason code description (for example: A, B, C, etc.) and enter any required free text when completing visit maintenance in the EVV system.

| Reason Code | Number | Reason Code Description |
|---|--------|--|
| Overnight (If applicable) | 000 | This Reason Code is system-generated (cannot be selected by the user) to split overnight visits by automatically clocking out at 11:59 p.m. and creating a new visit by clocking in at 12:00 a.m. |
| Service Delivery Exception | 110 | This Reason Code and appropriate Reason Code Description is used when the EVV hours (based on clock in and clock out) represent a service delivery exception: A - Service delivery differs from schedule B - Downward adjustment of Bill Hours C - Fill-in service provider D - Allowable overlapping visits |
| Eligibility or Service Authorization Exception | 120 | This Reason Code and appropriate Reason Code Description is used when services are provided without Medicaid eligibility or an active service authorization: A - Services provided without eligibility B - Services provided without authorization |



| Reason Code | Number | Reason Code Description |
|--|--------|---|
| Disaster | 130 | <p>This Reason Code and appropriate Reason Code Description is used when service delivery is impacted by a natural disaster:</p> <ul style="list-style-type: none">A - FloodB - HurricaneC - Ice/snow stormD - TornadoE - WildfireF - Public Health Disaster |
| No Electronic Clock In or Clock Out | 210 | <p>This Reason Code and appropriate Reason Code Description is used when a manual visit must be entered into the EVV system:</p> <ul style="list-style-type: none">A - Failure to clock in, clock out or bothB - Mobile device not availableC - Landline phone not availableD - Landline phone not registered in EVV systemE - Alt device value incorrectF - Alt device not availableG - Alt device value expiredH - Authorized services provided in the communityI - EmergencyJ - EVV system down <p>Free text is required to document the nature of emergency when using description, I - Emergency.</p> |



| Reason Code | Number | Reason Code Description |
|---|--------|--|
| Error During Clock In or Clock Out | 310 | <p>This Reason Code and appropriate Reason Code Description is used when the service provider enters incorrect information during clock in or clock out:</p> <ul style="list-style-type: none">A - Multiple calls for one visitB - Incorrect service selectedC - Incorrect EVV employee IDD - Incorrect EVV member IDE - Incorrect service delivery location |
| Other | 600 | <p>This Reason Code is used when no other EVV Reason Code is applicable.</p> <p>Free text is required to provide an explanation when using this Reason Code.</p> |