



HHSC Electronic Visit Verification

Reason Codes – Effective Sept. 1, 2019

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

Reason Code	Number	Reason Code Description
		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.
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
		E - Wildfire
		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.
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. 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.
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

Reason Code	Number	Reason Code Description
		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.
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
		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.
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
		F - Malfunctioning mobile device/application
		G - Multiple calls for one visit
		H - Reversal of call in/out time
		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.

Reason Code	Number	Reason Code Description
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
		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.
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. 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.
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
		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.