



Electronic Visit Verification (EVV)

Crosswalk for EVV Reason Codes Effective Oct. 1, 2023

Reason Codes Before 10/1/23	Reason Codes After 10/1/23
000 Overnight Visit (If applicable)	No change.
100 Service Variation	110 Service Delivery Exception
100 A - Staff hours worked differ from schedule	110 A - Service delivery differs from schedule
100 B - Downward adjustment of pay hours	110 B - Downward adjustment of Bill Hours
100 C - Authorized services provided outside of home	210 H - Authorized services provided in the community
100 D - Fill-in for regular attendant	110 C - Fill-in service provider
100 E - Member agreed or requested staff not work	110 A - Service delivery differs from schedule
100 F - Attendant failed to show up for work	110 A - Service delivery differs from schedule
100 G - Confirm visits with no schedule	110 A - Service delivery differs from schedule
100 H - Overlap visits	110 D - Allowable overlapping visits
100 I - Split schedules	110 A - Service delivery differs from schedule
100 J - In-home respite: used when an in-home respite occurs and there is no schedule in the EVV system	110 A - Service delivery differs from schedule
130 Disaster	No change.
130 A - Flood	No change.
130 B - Hurricane	No change.
130 C - Ice/snowstorm	No change.
130 D - Tornado	No change.
130 E - Wildfire	No change.
130 F - Public Health Disaster	No change.
131 Emergency	210 I - Emergency
200 Alternative Device	210 No Electronic Clock In or Clock Out
200 A - Alt device ordered	210 F - Alt device not available
200 B - Alt device pending placement	210 F - Alt device not available
200 C - Alt device missing	210 F - Alt device not available



Reason Codes Before 10/1/23	Reason Codes After 10/1/23
201 Mobile Device	210 No Electronic Clock In or Clock Out
201 A - Mobile device ordered	210 B - Mobile device not available
201 B - Mobile device pending placement	210 B - Mobile device not available
201 C - Mobile device missing	210 B - Mobile device not available
300 Technical Issues	210 No Electronic Clock In or Clock Out
300 A - Phone lines not working	210 C - Landline phone not available
300 B - Malfunctioning alternative device	210 F - Alt device not available
300 C - Incorrect alternative device value	210 E - Alt device value incorrect
300 D - Incorrect employee ID entered	310 C - Incorrect EVV employee ID
300 E - Incorrect member EVV ID entered	310 D - Incorrect EVV member ID
300 F - Malfunctioning mobile device/application	210 B - Mobile device not available
300 G - Multiple calls for one visit	310 A - Multiple calls for one visit
300 H - Reversal of call in/out time	310 A - Multiple calls for one visit
400 Landline Not Accessible	210 No Electronic Clock In or Clock Out
400 A - Member does not have home phone	210 C - Landline phone not available
400 B - Member phone unavailable	210 C - Landline phone not available
400 C - Member refused staff use of phone	210 C - Landline phone not available
500 Service Suspension	120 Eligibility or Service Authorization Exception
600 Other	No change.
900 Non-Preferred	600 Other
900 A - Failure to call in	210 A - Failure to clock in, clock out or both
900 B - Failure to call out	210 A - Failure to clock in, clock out or both
900 C - Failure to call in and out	210 A - Failure to clock in, clock out or both
900 D - Wrong phone number	210 D - Landline phone not registered in EVV System