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	This Reason Code and appropriate Reason Code Description is used when service delivery is impacted by a natural disaster: A - Flood B - Hurricane C - Ice/snowstorm D - Tornado E - Wildfire F - Public Health Disaster
No Electronic Clock In or Clock Out	210	This Reason Code and appropriate Reason Code Description is used when a manual visit must be entered into the EVV system: A - Failure to clock in, clock out or both B - Mobile device not available C - Landline phone not available D - Landline phone not registered in EVV system E - Alt device value incorrect F - Alt device not available G - Alt device value expired H - Authorized services provided in the community I - Emergency J - EVV system down Free text is required to document the nature of emergency when using description, I - Emergency.

Reason Code	Number	Reason Code Description
Error During Clock In or Clock Out	310	This Reason Code and appropriate Reason Code Description is used when the service provider enters incorrect information during clock in or clock out: A - Multiple calls for one visit B - Incorrect service selected C - Incorrect EVV employee ID D - Incorrect EVV member ID E - Incorrect service delivery location
Other	600	This Reason Code is used when no other EVV Reason Code is applicable. Free text is required to provide an explanation when using this Reason Code.