

#	HHSC Reason Code (RC) - Effective 4/16/2015	Instructions and Examples of Use	Category	Former DADS Reason Code
100	Schedule Variation	RC 100 is used when the attendant or private duty nurse provides more or fewer hours of service to the individual/member than scheduled. All situations that require documentation must be documented according to program policy. <b>This is a preferred reason code.</b>	Preferred Variation	RC 27
105	Services Provided Outside the Home – Supported By Service Plan or Verified with Individual/Member Receiving Services	RC 105 is selected when the attendant or private duty nurse cannot call in and/or call out because some or all of the scheduled services were provided outside of the home in accordance with program policy. <b>This is a preferred reason code.</b>	Preferred Variation	RC 15
110	Fill-in for Regular Attendant or Nurse	RC 110 is selected when someone other than the scheduled attendant or private duty nurse provides services. <b>This is a preferred reason code.</b>	Preferred Variation	RC 08
115	Individual/Member Agreed or Requested Attendant or Nurse Not Work Schedule	RC 115 is selected when the attendant or private duty nurse does not work and the individual/member was contacted and agreed to the change in schedule, or the individual/member contacted the agency and requested the attendant or private duty nurse not work. All situations that require documentation must be documented according to program policy. <b>This is a preferred reason code.</b>	Preferred Variation	RC 22
120	Invalid Attendant or Nurse or Individual/Member ID Entered – Attendant or Nurse Verified	RC 120 is selected when an attendant or private duty nurse does not accurately or completely enter his/her employee ID and/or the individual's/member's EVV ID into the EVV system. <b>This is a preferred reason code.</b>	Preferred Variation	RC 02
125	Multiple Calls For One Visit	RC 125 is used when an attendant or private duty nurse makes multiple calls for a single scheduled visit. RC 125 is not used if technical issues with the phone prevent the attendant or private duty nurse from calling in. RC 300 should be used for technical problems with the phone. <b>This is a preferred reason code.</b>	Preferred Variation	RC 05
130	Disaster or Emergency	RC 130 is selected when an attendant or private duty nurse is unable to provide all or part of the scheduled services to an individual/member due to a disaster (e.g., flood, tornado, ice storm, fire, etc.) or other emergency (e.g., EMS must be called). <b>Free text is required</b> in the comment field; the provider must document the nature of the disaster or emergency and the actual time service delivery begins and/or ends in the Comment field. <b>This is a preferred reason code.</b>	Preferred Variation	None
200	Small Alternative Device Has Been Ordered – (Initial or Replacement Order)	RC 200 is selected when a small alternative device has been ordered, but the provider has not yet received the device. <b>This is a preferred reason code.</b>	Small Alternative Device	RC 16
205	Small Alternative Device Pending Installation	RC 205 is selected when a small alternative device has been received by the provider, but the provider has not yet installed the device in the individual's/member's home. Use of RC 205 for the same individual/member over a period greater than 14 calendar days may constitute misuse of this preferred reason code. <b>This is a preferred reason code.</b>	Small Alternative Device	RC 29
210	Missing Small Alternative Device	RC 210 is selected when the small alternative device cannot be located in the individual's/member's home. If the small alternative device is not located within 14 calendar days, the provider agency that originally requested the device must request a replacement. <b>This is a preferred reason code.</b>	Small Alternative Device	None
300	Phone Lines Not Working – Attendant or Nurse Not Able to Call – Verified Services Were Delivered	RC 300 is used to document service delivery when call in or call out is not available due to technical problems (e.g., phone lines down, individual's/member's phone is not working, line is disconnected, etc.) <b>This is a preferred reason code.</b>	Technical Issue	RC 18
305	Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered	RC 305 is selected when a small alternative device malfunctions and/or provides invalid values. <b>Free text is required</b> in the comment field; the provider must document the actual time service delivery begins and ends in the comment field. If RC 305 is used for the same individual/member over a period greater than 14 calendar days, a replacement small alternative device should be ordered. <b>This is a preferred reason code.</b>	Technical Issue	RC 28
310	Mobile Application Problems	RC 310 is selected when a problem with an EVV mobile application prevents an attendant or private duty nurse from documenting the time service delivery begins and/or ends in the EVV system. <b>Free text is required</b> in the comment field; the provider must document the nature of the problem with the mobile application AND the actual time service delivery begins and/or ends in the comment field. <b>This is a preferred reason code.</b>	Technical Issue	None

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400	Individual/Member Does Not Have Home Phone – Verified Services Were Delivered	RC 400 is selected when an individual/member qualifies for and requires the use of a small alternative device, but one has not yet been requested by the provider. Use of RC 400 for the same individual/member over a period greater than 14 calendar days may constitute misuse of this preferred reason code. <b>This is a preferred reason code.</b>	Phone Not Accessible	RC 10
405	Phone Unavailable – Verified Services Were Delivered	RC 405 is selected when the attendant or private duty nurse cannot use the phone to call-in and/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 or private duty nurse begins the shift). Use of RC 405 for the same individual/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. <b>This is a preferred reason code.</b>	Phone Not Accessible	RC 03
410	Individual/Member Refused Attendant or Nurse Use of Phone – Verified Services Were Delivered	RC 410 is selected when an attendant or private duty nurse cannot use the phone to call in or call out of the EVV system because the individual/member refuses to allow the attendant or nurse to use the phone in this particular instance (e.g., the individual/member does not trust the fill-in attendant or private duty nurse and chooses not to allow the fill-in attendant or private duty nurse access to the phone). Use of RC 410 for the same individual/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. <b>This is a preferred reason code.</b>	Phone Not Accessible	RC 13
500	In-Home Respite Services	RC 500 is selected when in-home respite services are provided. <b>This is a preferred reason code.</b>	Special Service Situation	RC 25
505	Consumer Directed Services (CDS) Employer Time Correction	RC 505 is <b>ONLY</b> 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). <b>This is a preferred reason code.</b>	Special Service Situation	RC 14
600	Service Suspension	RC 600 is selected when the provider has suspended the individual's/member's services per program policy (e.g., the individual/member is in the hospital or temporarily in a nursing facility). All situations that require documentation must be documented according to program policy. <b>This is a preferred reason code.</b>	Suspension/ Reinstatement	RC 12
700	Downward Adjustment to Billed Hours	RC 700 is used when the time billed is 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. As a result of the rounding rules, providers must sometimes round hours down, causing an exception that must be cleared in visit maintenance. Free text is not required. <b>This is a preferred reason code.</b>	Billing	RC 24
900	Attendant or Nurse Failed to Call In – Verified Services Were Delivered	RC 900 is used when an attendant or private duty nurse fails to use the EVV system to call in. Free text is required in the comment field to document the actual "call in" time. <b>This is a NON-preferred reason code.</b>	NON-Preferred	RC 20
905	Attendant or Nurse Failed to Call Out – Verified Services Were Delivered	RC 905 is used when an attendant or private duty nurse fails to use the EVV system to call out. Free text is required in the comment field to document the actual "call out" time. <b>This is a NON-preferred reason code.</b>	NON-Preferred	RC 21
910	Attendant or Nurse Failed to Call In and Out – Verified Services Were Delivered	RC 910 is used when an attendant or private duty nurse fails to use the EVV system to call in and call out (e.g., the attendant or private duty nurse fails to call in and call out on the individual's/member's home landline, or the attendant or private duty nurse fails to enter the small alternative device values in the EVV system). Free text is required in the Comment field; the provider must record the actual time service delivery begins and ends in the Comment field. <b>This is a NON-preferred reason code.</b>	NON-Preferred	RC 06
915	Wrong Phone Number – Verified Services Were Delivered	RC 915 is used when calls for a visit are received from a number that is not recognized by the EVV system. <b>This is a NON-preferred reason code.</b>	NON-Preferred	RC 01
999	Other	RC 999 is selected when a provider must address an EVV system exception that cannot be addressed using any of the other reason codes. Free text is required in the comment field explaining why use of this code was required. <b>This is a NON-preferred reason code.</b>	NON-Preferred	RC 99