

Appendix A - EVV Reason Codes

Version 1.0

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System Users 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, see SDV-48/SDV-48P. When free text is not required for a specific reason code, the System User may optionally enter free text, see SDV-30/SDV-30P.

Reason Code Number (EVV_REASONCODEn)	Reason Code	Reason Code Description (EVV_REASONCODEnDESC)	Can System User select Reason Code during Visit Maintenance?	Can System User enter Free Text (EVV_REASONCODEnCOMMENT) with Reason Code?	Required Free Text Indicator	Additional Information
000	Overnight	Overnight Visit	N	N/A	N/A	EVV System must automatically add Reason Code 000 - Overnight to each EVV Visit Transaction that is created when an overnight shift occurs. For more information on overnight shifts, see SDV-11/SDV-11P.
110	Service Delivery Exception	A - Service delivery differs from schedule	Y	Y	Optional	
110	Service Delivery Exception	B - Downward adjustment of Bill Hours	Y	Y	Optional	
110	Service Delivery Exception	C - Fill-in service provider	Y	Y	Optional	
110	Service Delivery Exception	D - Allowable overlapping visits	Y	Y	Optional	
120	Eligibility or Service Authorization Exception	A - Services provided without eligibility	Y	Y	Optional	
120	Eligibility or Service Authorization Exception	B - Services provided without authorization	Y	Y	Optional	
130	Disaster	A - Flood	Y	Y	Optional	
130	Disaster	B - Hurricane	Y	Y	Optional	
130	Disaster	C - Ice/snow storm	Y	Y	Optional	
130	Disaster	D - Tornado	Y	Y	Optional	
130	Disaster	E - Wildfire	Y	Y	Optional	
130	Disaster	F - Public Health Disaster	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	A - Failure to clock in, clock out or both	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	B - Mobile device not available	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	C - Landline phone not available	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	D - Landline phone not registered in EVV system	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	E - Alt device value incorrect	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	F - Alt device not available	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	G - Alt device value expired	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	H - Authorized services provided in the community	Y	Y	Optional	
210	No Electronic Clock In or Clock Out	I - Emergency	Y	Y	Required	
210	No Electronic Clock In or Clock Out	J - EVV system down	Y	Y	Optional	
310	Error During Clock In or Clock Out	A - Multiple calls for one visit	Y	Y	Optional	
310	Error During Clock In or Clock Out	B - Incorrect service selected	Y	Y	Optional	
310	Error During Clock In or Clock Out	C - Incorrect EVV employee ID	Y	Y	Optional	
310	Error During Clock In or Clock Out	D - Incorrect EVV member ID	Y	Y	Optional	
310	Error During Clock In or Clock Out	E - Incorrect service delivery location	Y	Y	Optional	
600	Other	Other	Y	Y	Required	

Revision History

Version	Date	Description
1.0	8/24/2026	Published with PSO v4.0 and EVV SPSO v11.0 Business Rules.