

**HHSC EVV Reason Code Scenarios Answer Key  
For Training Purposes Only  
Must be Used with the October 2017 HHSC EVV Reason Code  
Scenarios**

1. A.) RC #100 – Schedule Variation

**Note:** When the attendant shows up at the time scheduled but was not able to start providing services the attendant is not able to claim that time. Since the attendant went in later to provide services and worked to her scheduled end time, the attendant worked fewer hours than scheduled.

2. B.) RC #600 – Service Suspension

**Note:** The EVV systems allow a provider agency to delete visits scheduled to take place in the future. Please contact your EVV vendor for more information on deleting future schedules that will not be worked. However, scheduled visits in the past that were not provided due to a service suspension can have visit maintenance completed using RC #600. All situations that require documentation must still be documented according to program policy.

3. D.) RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered

**Note:** Free text is required in the Comment field when RC #910 is used. The provider agency must record the actual time service delivery begins and ends in the Comment field. At a minimum, two actual times must be entered in the Comment field for RC #910, such as “9:45 am – 3:12 pm”. If the required times are not entered in the Comment field, the visit may be subject to recoupment.

A.) RC #100 – Schedule Variation

4. **Note:** When the attendant works fewer hours than scheduled, this causes a variation to the schedule.

A.) RC #200 – Small Alternative Device Has Been Ordered – (Initial or Replacement Order)

**Note:** RC #200 does not have a time guideline associated with it for provider agencies because provider agencies cannot control how long it takes an EVV vendor to provide a small alternative device. However, EVV vendors are expected to deliver small alternative devices to provider agencies or CDS employers within 10 business days of receipt of the completed Medicaid EVV Small Alternative Device Agreement Form.

6. B.) RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered

**Note:** RC #300 is the most appropriate reason code to use in this situation because the landline phone service disruption is temporary and brief. However, if this becomes a recurring or long-term issue, then a small alternative device should be ordered. If the individual indicates that the home landline phone service will not be reinstated, then RC #400 should be used and a small alternative device should be ordered promptly.

7. A.) RC #110 – Fill-in for Regular Attendant

**Note:** Some EVV systems may not cause an exception requiring visit maintenance when someone other than the scheduled attendant provides services. Please contact your EVV vendor for more information about fill-in or substitute attendants.

8. B.) RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered

**Note:** If the small alternative device is not working properly and the attendant is not able to write down the values for the clock in but is able to get the values for the clock out or vice versa, RC #305 would be used and only the missing time will need to be entered in free text.

9. A.) RC #900 – Attendant Failed to Call In – Verified Services Were Delivered and RC #100 – Schedule Variation

**Note:** The EVV system allows up to 10 reason codes to be used for one visit. In this scenario, the attendant failed to call in and worked longer than scheduled. RC #900 and RC #100 would be used to explain the situation. Anytime a non-preferred reason code is saved in conjunction with a preferred reason code, the visit is a non-preferred visit.

10. D.) RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered

**Note:** RC #300 is the most appropriate reason code to use in this situation because the attendant cannot call the EVV system due to a technical problem that prevents the phone call from connecting to the EVV system. The possible source of the technical problem (which could be the EVV vendor, the telephone company, or the individual's telephone itself) does not change the fact that the phone lines are not working to let calls through.

11. A.) RC#405 – Phone Unavailable- Verified Services Were Delivered

**Note:** In this scenario, the individual was on the phone with the doctor when the attendant arrived and was not able to use the phone to clock in. The most appropriate reason code is RC# 405, Phone Unavailable. The attendant should never tell the individual or member to get off the phone so the attendant can clock in or out. If this is a reoccurring issue a small alternative device should be ordered.

12. A.) RC #125 – Multiple Calls For One Visit

**Note:** While provider agencies are not required to complete visit maintenance on extraneous calls not used to complete a visit in EVV, many provider agencies find it helpful to remove these extraneous calls from their visit maintenance screen. RC #125 may be used to clear the exceptions generated by these extra calls, but provider agencies should be careful to ensure that RC #125 is only used for calls that are truly extraneous and not needed to complete a visit. This is a preferred reason code.

13. C.) RC #905 – Attendant or Assigned Staff Failed to Call Out – Verified Services were delivered

**Note:** In this scenario, the attendant did not clock out until 4hrs and 30mins later which is considered a failure to call out even though the attendant did go back to the individual's home to call out. The provider agency must use RC #905 - Attendant or Assigned Staff Failed to Call Out to confirm the visit. The provider agency will need to adjust the pay hours to what was actually worked, which in this case was only five (5) hours. You do not have to use RC# 700 in addition to RC #905 when making adjustments to the pay hours in this case.

14. A.) RC #120 – Invalid Attendant or Individual/Member ID Entered – Attendant Verified

**Note:** RC #120 is the most appropriate reason code for this situation because the attendant did not accurately enter the individual's/member's EVV ID into the EVV system when it was required by the EVV system.

15. B.) RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered

**Note:** There are times when the small alternative device can malfunction for multiple reasons. If this happens, it's best to contact your vendor to see if the small alternative device needs to be replaced.

16. D.) RC #115 – Individual/Member Agreed or Requested Attendant Not Work Schedule

**Note:** In this case, the individual/member requested the attendant not work the schedule due to family coming in to town. Please remember all situations that require documentation must still be documented according to program policy.

17. A.) RC #130 – Disaster or Emergency

**Note:** Because of the flash flooding in Mrs. Aldridge neighborhood, the attendant could not provide services due to safety risks. Free text is required in the comment field when RC #130 is used. The provider must document the nature of the disaster or emergency and the actual time service delivery begins and/or ends (if any services were delivered) in the Comment field. In this case, the free text should include a description of the disaster, “flashing flooding” and the actual time of any hours worked. In this scenario, the attendant did not provide any services so the free text should indicate zero pay hours. Please remember if the required free text is not entered in the Comment field, the visit may be subject to recoupment. All situations that require documentation must be documented according to program policy.

18. B.) RC #910 – Schedule Variation and RC #900 – Attendant or Assigned Staff Failed to Call In – Verified Services Were Delivered

**Note:** If a provider agency chooses to provide services to an individual/Member during a period of ineligibility, the attendant must still continue to call in and out of the EVV system and the provider agency must continue to complete any required visit maintenance prior to the visit maintenance deadline. Once the individual’s eligibility is reinstated retroactively, the provider agency may then bill for those services. In this scenario the attendant did not clock in and clock out of the EVV system for these visits so RC #910 must be used and free text is required in the Comment field when RC #910 is used. The provider agency must record the actual time service delivery begins and ends in the Comment field. At a minimum, two actual times must be entered in the Comment field for RC #910, such as “9:45 am – 3:12 pm”. If the required times are not entered in the Comment field, the visit may be subject to recoupment.

19. C.) RC #700 – Downward Adjustment to Billed Hours

**Note:** The attendant did exactly what was expected of them. Due to going 9 minutes over the scheduled time, the EVV system is going to round to the nearest quarter hour. In this scenario, the total hours worked is going to be rounded to 5 hours and 15 minutes or 5.25. To downward adjust the pay hours you would use RC #700 and adjust the 5 hours and 15 minutes down to the 5 hours that was authorized and what billed.

20. A.) RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered

**Note:** Free text is required in the comment field when RC #305 is used. The provider agency must record the actual time service delivery begins and ends in the Comment field. Only the missing time is required. In this scenario the attendant is missing both time in and time out. What is expected in free text is the numerical time such as, “10:30am – 1:35pm”.