

**Health and Human Services Commission**  
**Electronic Visit Verification**  
**Reason Codes Policy (Revised)**

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**Policy**

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Effective December 1, 2020 the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) Reason Codes Policy replaces the EVV Reason Code and Required Free Text policy. The EVV Reason Codes Policy describes the requirements for using reason codes when completing visit maintenance in the EVV system. See the *EVV Visit Maintenance* policy for more information about visit maintenance.

EVV Reason Code Number(s) describe the purpose for completing visit maintenance on an EVV visit transaction.

Program providers, FMSAs or CDS employers must input the most appropriate EVV Reason Code Number(s), EVV Reason Code Description(s) and must enter any required free text when performing visit maintenance in the EVV system.

Program providers, FMSAs and CDS employers can use multiple EVV Reason Code Numbers to clarify more than one exception when completing visit maintenance on a single visit.

Exceptions that could cause visit maintenance include but are not limited to:

- Service attendant or CDS employee forgot to clock in or clock out
- Visit did not begin or end as scheduled due to an emergency
- The electronic verification method was not accessible when services began

Please see the current [HHSC EVV Reason Codes table](#) for the EVV Reason Code Number(s), EVV Reason Code Description(s) and free text requirement that must be documented for each reason code.

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**EVV Reason Code Free Text Requirements**

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Free text is additional information attached to an EVV Reason Code Description.

Program providers, FMSAs or CDS employers completing visit maintenance in the EVV system must include an explanation in the free text field when:

- The visit is missing a clock in time, a clock out time, or both.
- Using the following Reason Code Numbers:

**Health and Human Services Commission  
Electronic Visit Verification  
Reason Codes Policy (Revised)**

- 131-Emergency
- 600-Other
- 900-Non-preferred

Please see the current [HHSC EVV Reason Codes table](#) for the free text requirement that must be documented for each reason code.

The table below lists examples of required free text.

| Reason for Visit Maintenance        | EVV Reason Code Number | Free Text Required (Examples)   |
|-------------------------------------|------------------------|---|
| Missing Clock In Time               | 900 A                  | <ul style="list-style-type: none"> <li>• "Actual clock in was 8:05 am" or</li> <li>• "Actual start time was 8:05 am"</li> <li>• "8:05 am"</li> </ul>  |
| Missing Clock Out Time              | 900 B                  | <ul style="list-style-type: none"> <li>• "Actual clock out was 1:00 pm" or</li> <li>• "Actual end time was 1:00 pm"</li> <li>• "1:00 p.m."</li> </ul> |
| Missing Clock In and Clock Out Time | 900 C                  | <ul style="list-style-type: none"> <li>• "Actual clock in was 10 am, and actual clock out was at 4 pm" or</li> <li>• "10 am-4 pm"</li> </ul>          |
| Emergency                           | 131                    | <ul style="list-style-type: none"> <li>• "When attendant arrived, member unresponsive."</li> <li>• "Actual clock in was 10:00 am"</li> </ul>          |
| Other                               | 600                    | <ul style="list-style-type: none"> <li>• "EVV system down."</li> <li>• "Missing clock in or clock out time."</li> </ul>                               |

**Compliance**

Failure to document any required free text may result in enforcement actions including recoupment of associated claim(s).

Refer to the *EVV Compliance Oversight Reviews* policy for more information.

**Health and Human Services Commission**  
**Electronic Visit Verification**  
**Reason Codes Policy (Revised)**

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**Misuse of EVV Reason Codes Requirements**

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When the program provider, FMSA or CDS employer uses the same EVV Reason Code Number(s) and EVV Reason Code Description(s) for the same member more than 14 calendar days in a month, this may constitute misuse of an EVV reason code.

The program provider, FMSA or CDS employer may use an EVV reason code more than 14 times in a calendar month for the same member but must explain the reason for using the same EVV Reason Code Number(s) and EVV Reason Code Description(s) in the free text field within the EVV system beginning on the 15<sup>th</sup> occurrence of a calendar month and thereafter.

**Compliance**

Failure to provide and explain the reason for using the same EVV Reason Code Number(s) and the same EVV Reason Code Description(s) for the same member more than 14 days within a calendar month may result in enforcement action(s), including recoupment of associated claims.

Refer to the *EVV Compliance Oversight Reviews* policy for more information.