

October 2017 HHSC EVV Reason Code Scenarios For Training Purposes Only

1. Attendant Sandy is scheduled to work from 8am to 12pm. Mrs. Harris is sleeping and doesn't answer the door. Sandy calls the provider agency to tell them about the situation. Sandy later arrives at 9am and Mrs. Harris answers the door. Sandy clocks in at 9am and provides services till 12pm and clocks out. What would be the most appropriate reason code(s) to use?
 - a. RC #100 – Schedule Variation
 - b. RC #900 – Attendant Failed to Call In – Verified Services Were Delivered
 - c. RC #110 – Fill-in for Regular Attendant
 - d. RC #999 - Other

2. Mr. Jones has temporarily gone to a nursing facility for rehabilitation. There are scheduled visits in the EVV system for Mr. Jones which will not be provided, and this may cause an exception that requires visit maintenance. Which is the most appropriate reason code(s) to use?
 - a. RC #410 – Individual/Member Refused Attendant or Assigned Staff Use of Phone – Verified Services Were Delivered
 - b. RC #600 – Service Suspension
 - c. RC #121 – Attendant or Assigned Staff – No Call and No Show
 - d. RC #115 – Individual/Member Agreed or Requested Attendant or Assigned Staff Not Work Schedule

3. Attendant Harper forgot to call in and call out of the EVV system as required when she provided services to Mr. Smith. Which is the most appropriate reason code(s) to use?
 - a. RC #100 – Schedule Variation
 - b. RC #900 – Attendant Failed to Call In – Verified Services Were Delivered
 - c. RC #905 – Attendant Failed to Call Out – Verified Services Were Delivered
 - d. RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered

4. Mrs. Jackson's hair appointment ended later than expected so she calls the provider agency and asks that Cindy, her attendant, come in 30 minutes later. Cindy is scheduled from 12pm to 5pm. Cindy shows up 32 minutes later and works from 12:32pm to 5pm. Which is the most appropriate reason code(s) to use?
 - a. RC #100 – Schedule Variation
 - b. RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
 - c. RC #999 – Other
 - d. None of the above

5. Mr. Houston informed the provider agency that his home landline phone was disconnected, and he does not plan to replace it. The provider agency immediately ordered a small alternative device for Mr. Houston, but the device has not yet arrived. Which is the most appropriate reason code(s) to use?
 - a. RC #200 – Small Alternative Device Has Been Ordered – (Initial or Replacement Order)
 - b. RC #205 – Small Alternative Device Pending Installation
 - c. RC #400 – Individual/Member Does Not Have Home Phone – Verified Services Were Delivered
 - d. RC #405 – Phone Unavailable – Verified Services Were Delivered

6. Ms. Washington’s home landline phone was recently disconnected, but she says that the phone will be back on in a day or two and that she would rather use her home landline phone than get a small alternative device. Which is the most appropriate reason code(s) to use?
 - a. RC #200 – Small Alternative Device Has Been Ordered – (Initial or Replacement Order)
 - b. RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
 - c. RC #400 – Individual/Member Does Not Have Home Phone – Verified Services Were Delivered
 - d. RC #410 – Individual/Member Refused Attendant Use of Phone – Verified Services Were Delivered

7. Attendant Edwards was scheduled to provide services to Mrs. Simpson but got a flat tire on her way to work. The provider agency sent Attendant Miller to provide the scheduled services to Mrs. Simpson for that visit. Which is the most appropriate reason code(s) to use?
 - a. RC #110 – Fill-in for Regular Attendant
 - b. RC #900 – Attendant Failed to Call In – Verified Services Were Delivered
 - c. RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
 - d. RC #115 – Individual/Member Agreed or Requested Attendant Not Work Schedule

8. Attendant Wilson arrives at Connie’s home to provide services. Wilson tries to get the values from the small alternative device but the numbers are not visible when he clocks in. After services are provided, Wilson clocks out by writing down the small alternative device values with no problem. Which is the most appropriate reason code(s) to use?
 - a. RC #310 – Malfunctioning Mobile Application
 - b. RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
 - c. RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
 - d. RC #100 – Schedule Variation

9. Attendant Williams began providing services immediately upon arriving at the home and forgot to call in to the EVV system. She did remember to use the EVV system to call out but worked longer than scheduled. Which is the most appropriate reason code(s) to use?
- a. RC #900 – Attendant Failed to Call In – Verified Services Were Delivered and RC #100 – Schedule Variation
 - b. RC #115 – Individual/Member Agreed or Requested Attendant Not Work Schedule
 - c. RC #100 – Schedule Variation
 - d. RC #100 – Schedule Variation and RC #905 Attendant or Assigned Staff Failed to Call Out – Verified Services Were Delivered
10. Attendant Michaels attempts to use the individual’s home landline phone to call into the EVV system, but consistently receives a busy signal on all of the toll-free EVV phone numbers. Which is the most appropriate reason code(s) to use?
- a. RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
 - b. RC #120 – Invalid Attendant or Individual/Member ID Entered – Attendant Verified
 - c. RC #700 - Downward Adjustment to Billed Hours
 - d. RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
11. Attendant Carson arrives to provide services to Mr. White as scheduled from 9am to 3pm but cannot call into the EVV system because Mr. White is on the phone with his doctor. Attendant Carson clocks out of the EVV system at 3pm as scheduled. Which is the most appropriate reason code(s) to use?
- a. RC #405 – Phone Unavailable
 - b. RC #100 – Schedule Variation
 - c. RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
 - d. RC #999 - Other
12. Attendant Andrews tried to call out of the EVV system but wasn’t sure whether the call went through successfully, so he called back to the EVV system several different times. As a result, there are extra calls displayed in the EVV system that may cause an exception requiring visit maintenance. Which is the most appropriate reason code(s) to use?
- a. RC #125 – Multiple Calls For One Visit
 - b. RC #100 – Schedule Variation
 - c. RC #121 Attendant or Assigned Staff – No Call and No Show
 - d. None of the above

13. Attendant Sarah has a schedule from 9am to 2pm. Sarah clocks in by using Mr. Terry's home landline at 9:04am and starts providing services. At 2pm Sarah leaves the home but forgets to clock out. Around 6:30pm Sarah realizes she forgot to clock out and goes back to Mr. Terry's home and asks if she can use his phone to call out because she forgot to do so earlier. Mr. Terry agrees. What is the most appropriate reason code(s) to use?
- RC #700 – Downward Adjustment to Billed Hours
 - RC #100 – Schedule Variation
 - RC #905 – Attendant or Assigned Staff Failed to Call Out – Verified Services were delivered
 - RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
14. The attendant transposes part of the EVV Client ID while entering a small alternative device value into the EVV system. Which is the most appropriate reason code(s) to use?
- RC #120 – Invalid Attendant or Individual/Member ID Entered – Attendant Verified
 - RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
 - RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
 - RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
15. Attendant Michael provides services to Mr. Rios as scheduled from 1pm to 6pm. Michael uses the EVV system by clocking in and out with the small alternative device. Later Michael calls in the values but they register in the EVV system as a later date and time. The provider agency needs to make the necessary adjustments. Which is the most appropriate reason code(s) to use?
- RC #125 – Multiple Calls For One Visit
 - RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
 - RC #100 – Schedule Variation
 - RC#700 - Downward Adjustment to Billed Hours
16. Ms. Baker informs the provider agency that she has family coming in from out of town on Friday and does not want the attendant to come to her home to provide services that day. Which is the most appropriate reason code(s) to use?
- RC #110 – Fill-in for Regular Attendant
 - RC #100 – Schedule Variation
 - RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
 - RC #115 – Individual/Member Agreed or Requested Attendant Not Work Schedule

17. Attendant Hodges is unable to provide the scheduled service to Mrs. Aldridge because there is a flash flood in the neighborhood leading to Mrs. Aldridge's home. Which is the most appropriate reason code(s) to use?
- a. RC #130 – Disaster or Emergency
 - b. RC #100 – Schedule Variation
 - c. RC #600 – Service Suspension
 - d. RC #999 – Other
18. Mrs. Jackson's Medicaid eligibility was terminated effective June 1. On June 7, her eligibility was reinstated effective retroactively to June 1. The provider agency chose to continue providing services to Mrs. Jackson but used only paper time sheets to document the time in and time out for services delivered during the period Mrs. Jackson was not Medicaid eligible and the attendant did not clock in or clock out of the EVV system for these visits. Which is the most appropriate reason code to use?
- a. RC #100 – Schedule Variation
 - b. RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
 - c. RC #999 – Other
 - d. None of the above
19. Attendant Grace was scheduled to work from 12pm to 5pm. She clocks in at 12pm and starts providing services. Close to 5pm Attendant Grace is assisting Ms. Garcia with toileting. She then clocks out at 5:09pm. Which is the most appropriate reason code(s) to use?
- a. RC #100 – Schedule Variation
 - b. RC #130 – Disaster or Emergency
 - c. RC #700 – Downward Adjustment to Billed Hours
 - d. RC #905 – Attendant Failed to Call Out – Verified Services Were Delivered
20. Mr. Holloway has a small alternative device (SAD). Attendant Riojas provides services to Mr. Holloway and writes down the SAD values at the beginning and ending of the visit. However, when Attendant Riojas tries to enter the SAD values into the EVV system, she receives an error message. Which is the most appropriate reason code(s) to use?
- a. RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
 - b. RC #100 – Schedule Variation
 - c. RC #125 – Multiple Calls For One Visit
 - d. RC #135 Confirm Visits with No Schedule

**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.

5. 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”.