



ODM EVV Program: Reason Code Listing

Reason Code	Reason Code Description	Additional Information Required?
10	Indiv-Prov Not Associated Properly At Time of Visit	N
11	Phone Number/Indiv Not Associated At Time of Visit	N
12	DCW/NAP-Prov Not Associated Properly At Time of Visit	N
15	DCW/NAP Forgot ID	N
16	DCW/NAP Telephony Entry Issue	N
17	DCW/NAP Selected Wrong Individual	N
18	DCW/NAP Selected Wrong Service	N
21	DCW/NAP Forgot to Call In	N
22	DCW/NAP Unable to Call In (<i>requires free text explanation</i>)	Y
26	DCW/NAP Forgot to Call Out	N
27	DCW/NAP Unable to Call Out (<i>requires free text explanation</i>)	Y
30	DCW/NAP Didn't Record Individual	N
31	Indiv Didn't Agree with Time	N
32	Indiv Didn't Agree with Service	N
33	Indiv Refused-No Explanation	N
34	Individual Not Available (<i>requires free text explanation</i>)	Y
35	No Verification Collected by DCW/NAP	N
36	Verification Attempt Failed	N
51	Service Location Unknown (<i>requires free text identification of location at time of Call In or Call Out, as applicable</i>)	Y
52	Service Loc-Indiv Not Associated in EVV At Time of Visit	N
53	GPS Location Issue	N
71	DCW/NAP Forgot Service Entry	N
72	DCW/NAP Couldn't Enter Service (<i>requires free text explanation</i>)	Y
80	Device Not Charged	N
81	Device Missing	N
82	Device Malfunction	N
83	Telephony/MVV Not Available (<i>requires free text explanation</i>)	Y
84	Device Ordered/Not Received	N
85	Indiv Denied Access to Personal Phone(landline or cell)	N
86	No Cell Coverage	N
87	No Phone Service	N
91	Individual Is Homeless	N
92	Retroactive Eligibility Determination	N
93	Split Visit - Overtime	N
94	GeoMapping Not Available	N
95	Split Visit - Home Care Attendant	N
99	Other (<i>requires free text explanation</i>)	Y

Definitions

- Indiv* means the individual
- Prov* means the provider
- DCW* means the direct care worker
- NAP* means the non-agency provider
- Loc* means location

Please Note: Homeless individuals will not be issued devices.