

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?
- RC #900 – Attendant Failed to Call In – Verified Services Were Delivered and RC #100 – Schedule Variation
 - RC #115 – Individual/Member Agreed or Requested Attendant Not Work Schedule
 - RC #100 – Schedule Variation
 - 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?
- RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
 - RC #120 – Invalid Attendant or Individual/Member ID Entered – Attendant Verified
 - RC #700 - Downward Adjustment to Billed Hours
 - 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?
- RC #405 – Phone Unavailable
 - RC #100 – Schedule Variation
 - RC #300 – Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered
 - 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?
- RC #125 – Multiple Calls For One Visit
 - RC #100 – Schedule Variation
 - RC #121 Attendant or Assigned Staff – No Call and No Show
 - 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?
- RC #130 – Disaster or Emergency
 - RC #100 – Schedule Variation
 - RC #600 – Service Suspension
 - 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?
- RC #100 – Schedule Variation
 - RC #910 – Attendant Failed to Call In and Out – Verified Services Were Delivered
 - RC #999 – Other
 - 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?
- RC #100 – Schedule Variation
 - RC #130 – Disaster or Emergency
 - RC #700 – Downward Adjustment to Billed Hours
 - 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?
- RC #305 – Malfunctioning Small Alternative Device and/or Invalid Small Alternative Device Value – Verified Services Were Delivered
 - RC #100 – Schedule Variation
 - RC #125 – Multiple Calls For One Visit
 - RC #135 Confirm Visits with No Schedule