

Exception Codes
Phase 2
Revised: March 2020

Exception Code	Description	Parameter	Setting
0	Unknown client	n/a	Fix
1	Unknown employee	n/a	Fix
3	Visit without in call	n/a	Fix
4	Visit without out call	Out call must be made within 24 hours of in call	Fix
15	Unmatched client/phone (Not applied to group visits)	n/a	Acknowledge
23	Missing Service	n/a	Fix
34	Unauthorized Service	When service is not associated with payer	Fix
28	Visit Verification Exception (except DODD services)	n/a	Acknowledge
39	Client Signature Exception (except DODD services)	n/a	Acknowledge
40	Service Verification Exception (except DODD services)	n/a	Acknowledge

****This list is subject to review and may be updated when the design is final.***