

Exception Codes
Revised: January, 2021

| 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 |