

Reason Code List January, 2021

| Reason Code | Reason Code Description | Additional Information Required? |
|-------------|---------------------------------------|----------------------------------|
| 10 | Individual Data Issue | N |
| 20 | DCW/NAP Error | N |
| 30 | Device Issue | N |
| 40 | Telephony Issue | N |
| 50 | Individual Refused Verification | N |
| 55 | Individual Unable to Verify | Y |
| 57 | Verification Attempt Failed | N |
| 60 | Split Visit - Overtime | N |
| 65 | Split Visit - Multiple Programs | N |
| 67 | Split Visit - Home Care Attendant | N |
| 70 | Individual Is Displaced | N |
| 80 | Retroactive Eligibility Determination | N |
| 85 | Retroactive Payer Change | N |
| 90 | Group Visit | Y |

Definitions

DCW = Direct Care Worker

NAP = Non-Agency Provider

Note: Displaced Individuals will not be issued devices