

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