

Reason Code List
Revised: August, 2022

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

** ODM has permanently removed the EVV electronic signature voice verification requirements for all services, however these Reason Codes continue to be options in the system. ODM announced this change at the [October 2021 Stakeholder meeting](#).*

Definitions

DCW = Direct Care Worker

NAP = Non-Agency Provider

Note: Displaced Individuals will not be issued devices.