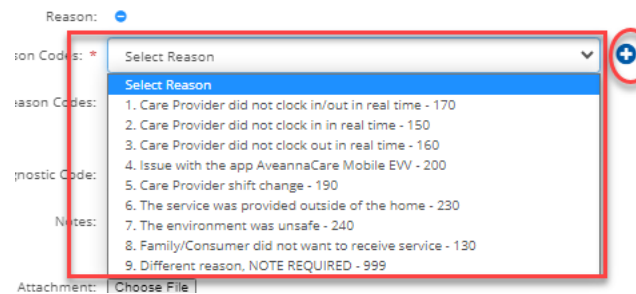


## Reason Codes

Reason codes are now available on the AveannaCare Portal. These reason codes will provide documentation that will be included when time entries are reported.



The screenshot shows the 'Reason' dropdown menu highlighted with a red box. The dropdown is currently set to 'Select Reason'.



The screenshot shows the 'Reason' dropdown menu expanded, displaying a list of reason codes. A red box highlights the dropdown menu, and a red circle with a plus sign is next to it.

Reason Code	Description
1	Care Provider did not clock in/out in real time - 170
2	Care Provider did not clock in in real time - 150
3	Care Provider did not clock out in real time - 160
4	Issue with the app AveannaCare Mobile EVV - 200
5	Care Provider shift change - 190
6	The service was provided outside of the home - 230
7	The environment was unsafe - 240
8	Family/Consumer did not want to receive service - 130
9	Different reason, NOTE REQUIRED - 999

**Note:** For Reimbursement services always select the first reason code from the drop-down menu.

## Reason Definition

- Care Provider did not clock in & clock out-170: Care Provider did not clock in or out on the app in real time.
- Care Provider did not clock in in real time-150: Care Provider did not clock in, in real time, on the app.
- Care Provider did not clock out in real time-160: Care Provider forgot to clock out, in real time, on the app.
- Issue with the mobile app AveannaCare Mobile EVV-200: Technical phone or app issue occurred not allowing Care provider to clock in and/or out in real time on the app.
- Care Provider shift change-190: Family/Client made changes to the Care Providers scheduled shift.
- The service was provided outside of the home-230: Services was provided in the community; Care provider was unable to use app or portal to clock in or out in real time.
- The environment was unsafe-240: Unable to clock in/out due to safety issues.
- Family/Consumer did not want to receive service-130: Family/Client refused services.
- Different Reason, NOTE REQUIRED-999: Care Provider not able to clock in/out for any reason. Detailed note required.

[Aveanna Support Services External Documentation](#)  
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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-255-8360 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。

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