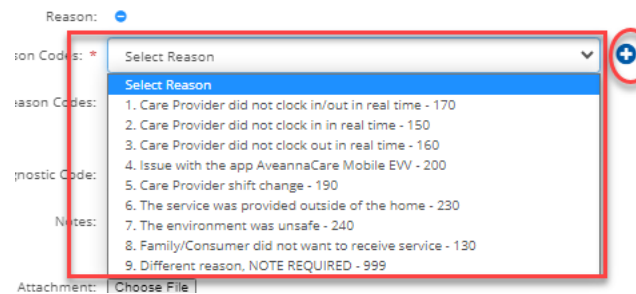# Reason Codes

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

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.