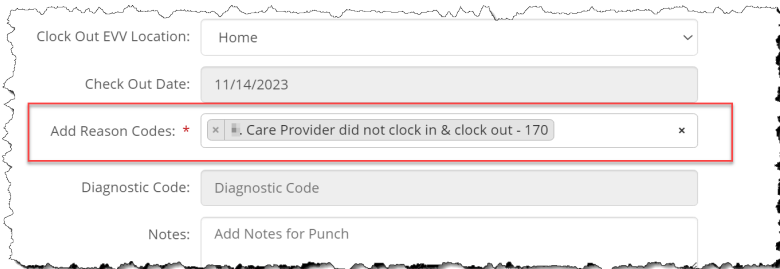


Reason Codes

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



Clock Out EVV Location: Home

Check Out Date: 11/14/2023

Add Reason Codes: * Care Provider did not clock in & clock out - 170

Diagnostic Code: Diagnostic Code

Notes: Add Notes for Punch

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.

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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