

Schedule Edit / Alteration Reasons

The schedule edit reason codes are used by provider agency administrative staff when making alterations or updates to visits that have already occurred. This is done via Visit Maintenance in the EVV system. This would also occur when manually verifying visits that were made without a schedule in the EVV system.

Code	Edit Schedule Reason
1	Client Requested a Different Visit Time
2	Staff Entered Wrong Santrax ID
3	No Calls Received; Documentation Provided
4	No Out Call; Documentation Provided
5	Scheduling Error
6	No In Call; Documentation Provided
7	System Cancel
8	Client Requested Staff Change
9	Phone in Use by Patient/Family
10	Phone Disconnected
11	Client Emergency during scheduled visit
12	Staff Late
13	Staff Injured During Shift
14	Staff Family Emergency During Shift
15	Different Staff Reported for Shift
16	Staff Had Transportation Issue
17	Staff Scheduling Issue, Unable to Staff Entire Shift
18	Additional Staff Needed for this Case
19	Staff Arrived Early
20	Severe Inclement Weather or Natural Disaster
21	Staff Requested Time Off
22	Other; Documentation Provided
23	Phone not Functioning
24	Check-In Not Functioning; Documentation Provided
25	Check-Out Not Functioning; Documentation Provided
26	Update to Tasks; Documentation Provided
27	FVV Unavailable; Documentation Provided
28	Schedule Change
29	Extended Shift
70	Blended Services Correction
71	Virtual Visit

Schedule Cancellation Reasons

The schedule cancellation reason codes are used by provider agency administrative staff when cancelling a scheduled visit that did not occur. This will prevent the visit from being billed through the EVV system.

Code	Cancellation Reason
1	Client Cancel
2	Staff Cancel
3	Scheduling Error
4	Client expired
5	Prior authorization expired
6	MD appt- not home
7	No answer to locked door
8	Services not in care plan portal
9	Duplicate Entry
10	Client DC
11	Client on Vacation/Out of Town
12	Client Sick
13	Client in the Hospital/Psychiatric Facility
14	Client in Nursing Facility
15	Client/Representative Refused Service
16	Client/Representative Cancelled Due to Holiday
17	Client Expired
18	Severe Inclement Weather or Natural Disaster
19	Staff did not report for shift
20	Client/Representative Refused Alternative Staff
21	Client was not Present/Available
22	Client Emergency
23	Client Transferred to Another Provider
24	Staff Sick
25	No Staff Available to Provide Service
26	Staff Bereavement
27	Staff Vacation/Personal
28	Staff Family Emergency Prior to Visit
29	Client at MD appointment
30	Client No Longer Eligible for Services
31	Client/ Cg Refused Service
32	System Cancel