

Electronic Visit Verification

Training Model for Entering Reason Codes

To Add an Historical Shift

Complete the information on the form.

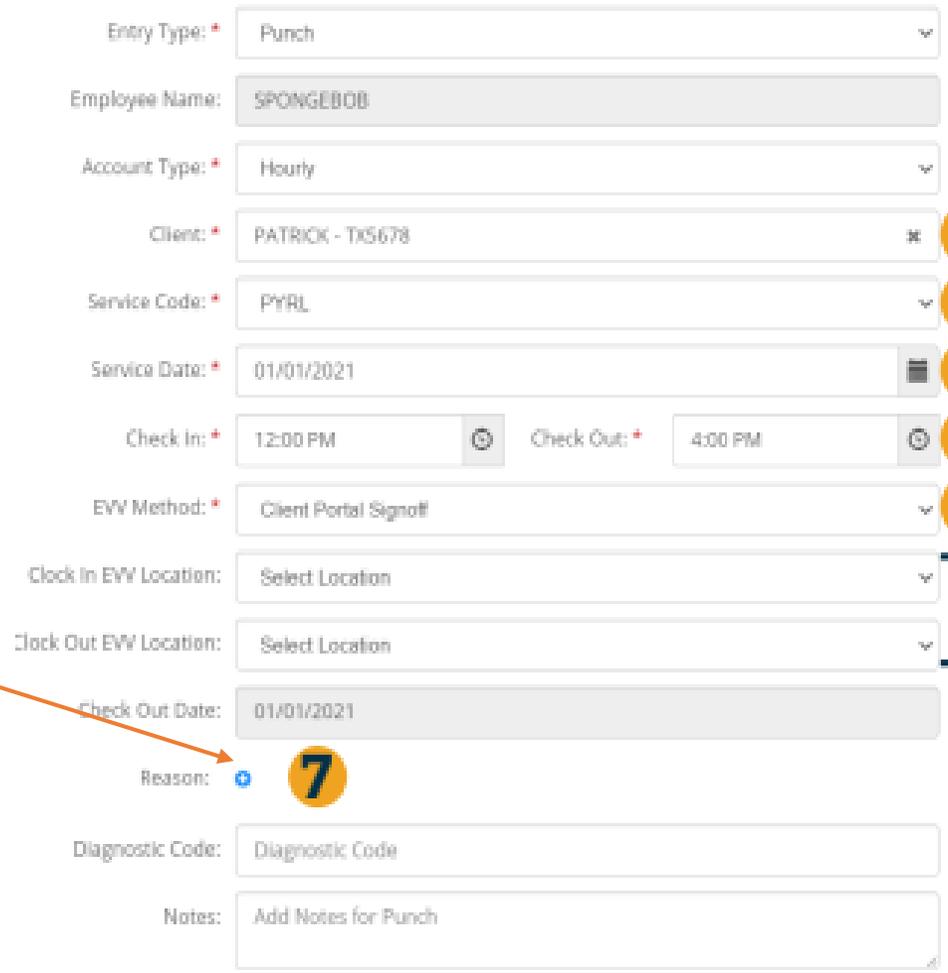
In the Reason field: Click the blue  to open the list of reason codes.

From the dropdown menu, choose the best reason that describes why the shift was not EVV compliant.

You must select the  that will appear after the selected code to add the reason to the form.

You will be prompted to confirm you want to add a reason code. Click YES.

Click **Save**, then **Yes** to Submit the shift.



The screenshot shows a form for adding a historical shift. The fields are as follows:

- Entry Type: Punch
- Employee Name: SPONGEBOB
- Account Type: Hourly
- Client: PATRICK - TX5678
- Service Code: PYRL
- Service Date: 01/01/2021
- Check In: 12:00 PM
- Check Out: 4:00 PM
- EVV Method: Client Portal Signoff
- Clock In EVV Location: Select Location
- Clock Out EVV Location: Select Location
- Check Out Date: 01/01/2021
- Reason:  
- Diagnostic Code: Diagnostic Code
- Notes: Add Notes for Punch

An orange arrow points from the text 'Click the blue plus icon to open the list of reason codes.' to the plus icon in the Reason field. A blue box highlights the 'Clock In EVV Location' and 'Clock Out EVV Location' dropdown menus.

Reason Codes

Choose from one of the following reasons to explain why the shift was not entered using the DCI Mobile EVV App (or landline if DCH approved):

- Staff Forget to Clock In/Out
- Mobile Phone or Tablet Broken/Not Working
- Mobile Phone or Tablet Not Yet Operational
- Landline EVV Not Available
- Landline EVV In Disconnected
- Wrong Program Code Used
- Disaster/Emergency
- Refuse EVV