

Visit Exception Handling



Visit Exception Handling Process

This document is to be used to assist EVV vendors with understanding how to correct visit exceptions when sending them to the AHCCCS Aggregator.

Visit Exception Handling Process:

1. While sending the visit data for the first time, no exception acknowledgements are reported on the visit. The "VisitExceptionAcknowledgement" segment is blank.
2. Aggregator validates the visit data during the ingestion process and reports exceptions if any in the below format in response to Visit GET(Status) call.

```
"Id": "VisitOtherId:12345",  
"ProviderId": "999999",  
"SequenceId": "2025100610051132",  
"Errors": [  
  {  
    "PropertyName": "ScheduleStartTime",  
    "ErrorMessage": "Start >60 minutes after scheduled;",  
    "ErrorCode": "-5018"  
  }  
]
```
3. The ErrorCode format corresponding to the Exceptions is '-50<ExceptionID>'. A '0' is added to the left to make it a 4-digit code for single digit exception codes.
4. Below is the list of Exceptions and corresponding ErrorCode and Error Message values for your easy reference –

Excp Code	Acknowledge/Fix	Exception Name	Error Code	Error Message
0	Fix: Resubmit visit	Unknown Client	-5000	Invalid ClientId;
1	Fix: Resubmit visit	Unknown Employee	-5001	Invalid EmployeeID; EmployeeID not found;
3	Fix: Resubmit visit	Visits Without In-Calls	-5003	No In-Call; Visits Without In-Calls;

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Excp Code	Acknowledge/Fix	Exception Name	Error Code	Error Message
4	Fix: Resubmit visit	Visits Without Out-Calls	-5004	No Out-Call; Visits Without Out-Calls;
5	Acknowledgeable	Unscheduled Visits	-5005	Unscheduled Visits;
15	Acknowledgeable	Unmatched Client ID/Phone	-5015	Unmatched Client ID/Phone;
18	Acknowledgeable	Late In Call	-5018	Start >60 minutes after scheduled;
21	Acknowledgeable	No Show	-5021	Visits Without Calls;
23	Fix: Resubmit visit	Missing Service	-5023	Missing Service; Visits Without Service;
26	Acknowledgeable	Employee Speaker Verification	-5026	Speaker verification mismatch;
28	Acknowledgeable	Visit Verification Exception	-5028	Client indicated visit duration mismatch;
34	Fix: Resubmit visit	Invalid Service	-5034	Missing Service; Visits Without Service;
39	Acknowledgeable	Client Signature Verification	-5039	Missing both signature and voice recording;
40	Acknowledgeable	Service Verification Exception	-5040	Service mismatch indicated by client;

5. If there are Exceptions posted on a visit, then the visit is saved in the aggregator with 'Incomplete' status.
6. In response to the get(status) call the exception errors are reported.
7. For all the 'Acknowledgeable' type exceptions an acknowledgement is expected in the "VisitExceptionAcknowledgement" segment in the subsequent transmission of the visit data.
8. This process continues till all the Acknowledgeable exceptions are acknowledged and 'Fix:Resubmit visit' type exceptions are resolved by correcting visit data.
9. Aggregator creates a new visit record for every transmitted visit data.
10. When all the received visit data is accurate as per the requirements, the visit is set into 'Verified' status.
11. Only visits in Verified status are matched with the claims and then the status of matched visit is set to Processed.

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