Self-Directed Supports

Communication for New Reason Codes

In February 2025, the 999 "Other" Reason Code was removed from Acumen's DCI system. When a time entry is corrected manually, a Reason Code is required. On August 20th, 2025, two (2) additional Reason Codes will be added to Acumen's DCI system to enhance EVV compliance. The new Reason Codes listed below will now be available to utilize when entering historical entries into Acumen's DCI system.

Reason Code #260: Budget Authorization Pending at Time of Service

To be used when the budget authorization is not available in DCI at the time service is provided, and time is entered manually when the budget does become available.

Reason Code #270: Did Not Comply with Service/Program Requirements

To be used when time entries reject due to business rules established by the program. Examples that would create a need for historical entries are:

1. If one employee clocks in before the previous employee for the individual clocks out, the visit is rejected.
2. If the time an individual clocks out puts them over 40 hours worked that week, the visit is rejected.

Not sure which code to use?

If you're ever unsure about which code to use, your Acumen agent is available to help. Using the right code helps make sure time gets entered correctly and avoids problems later.