Ohio | Department of Medicaid

Exception Codes
Revised: April, 2022

Exception Code	Description	Reason	Resolution
0	Unknown client	Identifies when a visit occurs where the client is not known	This exception type must be fixed for the visit to be in a verified state and eligible to be matched to a submitted claim
1	Unknown employee	Identifies when the Santrax ID entered during a Telephony call-in/call-out does not match to any known employee	This exception type must be fixed for the visit to be in a verified state and eligible to be matched to a submitted claim
3	Visit without in call	Identifies a visit which does not have a call-in time	This exception type must be fixed for the visit to be in a verified state and eligible to be matched to a submitted claim
4	Visit without out call	Identifies a visit which does not have a call-out time. Out call must be made within 24 hours of in call	This exception type must be fixed for the visit to be in a verified state and eligible to be matched to a submitted claim
23	Missing Service	Identifies when the service provided for the visits is not specified during the SMC call-in or Telephony call-out	Update Service Code on visit record
34	Unauthorized Service	Identifies when the service selected is not valid for the client	Update Service Code on visit record