

CCN Return Reason Codes	
1	No Network Provider Available
2	Veteran Requested Specific Provider outside of network
3	VA Requested Providers Outside of Network
4	Appointed with Incorrect Provider/Type of Care
5	Veteran Declined Distance - Outside Commute Standard
6	Contractor Return - Unable to schedule within contract terms
7	Unable to review within contract standards
8	Missing VA Data
9	Duplicate
10	Non Covered Service
11	Already Appointed
12	Veteran Declined Distance - Inside Commute Standard
13	Veteran Declined Appt Time
14	Veteran Declined Does Not Want Care
15	Veteran Declined Use of CCN
16	Veteran No-Show
17	VA Request Return - Care Already Scheduled
18	Unable to contact Veteran within 10 businessdays of Referral Receipt
19	Veteran Deceased or Incapacitated
20	Missing VA Data/Forms
21	Does Not Want Care
22	VA requested return of referral
Notes: Items 1-7 are counted as missed opportunities against the contractor Items 8 - 22 are not counted against the CCN Contractor	