

CCN Scheduling Return Reason Codes Rev 1 as of 05/03/17		
Return Reason Code: Contractor Missed Opportunity		Description
1	No CCN Provider Available	CCN Network Provider is not available to provide the services requested on the VA Approved Referral
2	Unable to review VA Approved Referral within contract standards	Contract has business day 0 - 2 to accept or reject VA Approved Referral
3	Unable to schedule within contract terms	Contractor successfully contacts Veteran - Contractor cannot schedule care within appointment scheduling standards. (Veterans Self-Scheduling are exempt from this return code)
4	Appointed with Incorrect provider / type of care	CCN Contractor appoints Veteran to wrong type provider or care (not in accordance with VA Approved Referral)
5	Veteran Declined - geographic accessibility outside of standards	Contractor cannot not meet geographic accessibility standards; results in Veteran declining care
6	Veteran Declined - timeliness outside contract appointment timeliness standards	Contractor cannot not meet timeliness standards
7	VA Request Return of Approved Referral - Care not scheduled within contract standards	Contact with Veterans has been made - care not scheduled within contract standards for scheduling
Return Reason Code: Not Counted as Missed Opportunity		Description
8	Missing VA Data	Missing required elements in accordance with B.14 Ordering Procedures
9	Duplicate	Duplicate VA Approved Referrals for same Veteran and Service
10	Excluded CCN Healthcare Service	B.16, 4.0 CCN Health Benefit Package
11	Already Appointed	VA or CCN Contractor has already scheduled request care for this VA Approved Referral
12	Veteran Declined - CCN Provider meets geographic accessibility standards	Recommended CCN Provider meets geographic accessibility standards (must return provider name/location)
13	Veteran Declined - CCN Provider meets appointment timeliness standards	Recommended CCN Provider meets timeliness standards (must return provider name)
14	Veteran Declined Use of CCN	Veteran still wants care but not through the CCN Contractor network
15	Veteran Declined Care	Veteran does not want care authorized in the VA Approved Referral
16	Veteran No-Show	Veteran does not attend appointment and does not notify Contractor of needing to cancel and reschedule appointment

17	VA Request Return of VA Approved Referral - care already scheduled	CCN Contractor already appointed the Veteran's care
18	VA Requested Return of VA Approved Referral	CCN Contractor has not appointed Veteran care
19	Unable to contact Veteran within 10 business days of Approved Referral Receipt	CCN Contractor unable to contract Veteran within timeframe
20	Care Scheduled - Veteran cancels	Veteran cancels and contractor cannot contact Veteran within 10 business day for re-appointing
21	Veteran Elects to Self-Schedule - Contractor returns for no activity	No appointment activity happens within 90 days of Veteran election to Self-Schedule or validity period expires whichever is sooner
22	Invalid Ordering Official	Ordering Official not on official list provided by Contracting Officer
23	Veteran Requested non-CCN Network Provider	Requested Provider outside of CCN Network
24	Veteran Deceased or Incapacitated	Veteran deceased or being incapacitated prevents the Veteran from attending appointment
Notes: Items 1 - 7 are counted against as missed opportunities against the contractor. Items 8 - 24 are not counted as missed opportunities		