

Contents

A	2
B	4
C	4
D	6
E	7
F	8
G	8
H	9
I	9
J	10
K	10
L	11
M	11
N	13
O	14
P	15
Q	16
R	16
S	17
T	18
U	19
V	19
W	20
Y	20

A

A&G – Appeals & Grievances

AAPC – American Academy of Professional Coders

AAPCC – Average Adjusted Per Capita Cost

AARP – American Association of Retired Persons

ABN – Advanced Beneficiary Notice

ACA – (Patient Protection and) Affordable Care Act

ACO – Accountable Care Organization

ACR – Adjusted Community Rates

ACRP – Adjusted Community Rate Proposal

AD – Assistive Device

ADA – Americans with Disabilities Act of 1990

ADDMI – Alzheimer's Dementia Chronic Mental Illness

ADH – Adult Day Health

ADL – Activities of Daily Living

Adm – admit/admission

ADS – Alternative Data Sources

Adv Dir – Advance Directives

AEF – Abbreviated Election Form

AEP – Annual Enrollment Period

AFC – Adult Foster Care

AG – ActionGram

AGI – Adjusted Gross Income

AGNS – AT&T Global Network Services

AGR – Appeals & Grievances Representative

AHA – American Hospital Association

AHIMA – American Health Information Management Association

AI – Application Integrator

AIR – Acute Inpatient Rehab

AIUM – American Institute of Ultrasound Medicine

ALF – Assisted living Facility

ALJ – Administrative Law Judge

ALOS – Average Length of Stay

ALR – Assisted Living Residence

ALS – Advanced Life Support

AMA – American Medical Association

Amb – ambulate

ANOC – Annual Notice of Coverage

ANSI – American National Standards Institute

ANSI X12 837 – Variable Length File Format for Electronic Submission of Encounter Data

APC – Ambulatory Payment Classification

Appt – appointment

AR – Authorized Representative

ART – Assisted Reproductive Technology

ASAP – Aging Services Access Point

ASC – Ambulatory Surgical Center

ASCA – Administrative Simplification Compliance Act

Auth – Authorization

B

BA – Business Analyst

BBA – Balanced Budget Act (of 1997)

BBA – Balanced Budget Amendment

BBRA – Balanced Budget Refinement Act (of 1999)

BEI – Boston Elder Information

BIC – Beneficiary Identification Code

BIMS – Brief Interview for Mental Status

BIPA – Benefits Improvement and Protection Act (of 2000)

BLS – Basic Life Support

BORM – (Massachusetts) Board of Registration in Medicine

BRD – Business Requirements Document

C

CAA – Community Action Agency

CAD – Coronary Artery Disease

CAM – Complementary and Alternative Medicine

CBT – Computer-Based Training

CC – Care Coordinator

CCC – Certificate of Credible Coverage

CCMS – (From CR Manual Folio Clinical Care Management Systems) CCMS is the automated system used by Case Management to enter documentation regarding inpatient admissions and routine homecare events

CCMS – (From THPMY Training Documents) CareEnhance Care Manager is an application used by the THP Clinical Services Department for tracking inpatient admissions, requests for authorization of outpatient services and supplies and documentation of contact with members or providers

CCU – CodeReview Customization Utility

CDC – Consumer Directed Care

CEO – Chief Executive Officer

CER – Centralized Enrollee Record

CFO – Chief Financial Officer

CG – Contact Guard

CHC – Community Health Center

CHDR – Center for Health Dispute Resolution

CHF – Congestive Heart Failure

CHIP – Children's health Insurance Program

CIO – Chief Information Officer

CLA – Care Level Assessment

CLOF – Current Level of Function

CM – Case Manager

CMHC – Community Mental Health Center

CMR – Code of Massachusetts Regulation

CMS – Centers for Medicare and Medicaid Services

CMS-HCC – MCS Refined Hierarchical Condition Category Risk Adjustment Model

COB – Coordination of Benefits

COBRA – Consolidated Omnibus Budget Reconciliation Act

COC – Continuation of Coverage

COO – Chief Operations Officer

COPD – Chronic Obstructive Pulmonary Disease

CPT – Current Procedural Terminology

CQI – Clinical Quality Improvement

CQM – Clinical Quality Management

CR – Customer Relations

CRD – Cancel, Reject, Denial

CSF – Contact Service Form

CSSC – Customer Service and Support Center

CVD – Cerebrovascular Disease

CW – Community Well

CWF – Common Working File

CY – Calendar Year

D

DCAP – Daily Payment Cap Met (Not Covered Reason; Member Not Responsible)

DCF – Department of Children and Families

DCM – Delegated Case Manager

DGP – Data Collection Period

DDE – Direct Data Entry

Dep – department

DES – Disability Evaluation Services

DHHS – Department of Health and Human Services

DL – Dispensing Limitations

DM – Diabetes Mellitus

DMA – Department of Medical Affairs

DME – Durable Medical Equipment

DNR – Do Not Resuscitate

DOB – Date of Birth

DOD – Department of Defense

DOF – Date of Fill

DOI – Division of Insurance

DOS – Date of Service

DPO – Designated Provider Option

DPOA – Durable Power of Attorney

DQ – Data Quality

DRF – Denied Referral

DRG – Diagnosis Related Grouping

DTA – Department of Transitional Assistance

DTP – Drop to Paper

DX – Diagnosis

E

E&M – Evaluation & Management

E&O – Errors & Omissions

EA – Emergency Assistance

EAEDC – Emergency Aid to Elders, Disabled, and Children

EAP – Employee Assistance Program

EBT – Electronic Benefits Transfer

EDI – Electronic Data Interchange

EGWP – Employer/Union-only Group Waiver Plans

EMT – Emergency Medical Technician

EOB – Explanation of Benefits

EOC – Evidence of Coverage

EOEA – Executive Office of Elder Affairs

EOHHS – Executive Office of Health and Human Services

EPO – Exclusive Provider Option

ER/ED – Emergency Room/Emergency Department

ES – Elder Services

ESR – Enrollee Services Representative

ESRD – End-Stage Renal Disease

ET – Eastern Time

EVS – Eligibility Verification System

F

FERAS – Front-End Risk Adjustment System

FEW – Frail Elder Waiver

FFS – Fee For Service

FIM score – Functional Independence Measure

FOS – Flight of Stairs

FPG – Federal Poverty Guidelines

FQHC – Federal Qualified Health Center

FRF – Formulary Reference File

FSWP – Food Stamp Work Program

FTP – File Transfer Protocol

FY – Fiscal Year

G

GAFC – Group Adult Foster Care

GIC – Group Insurance Commission

GOC – Goals of Care

GSSC – Geriatric Support Services Coordinator

GUI – Graphical User Interface

GXS – Global Exchange Services

H

H# – MA Organization CMS Contract Number

HBCS – Home-Based Community Services

HC – Home Care

HCA – Home Care Agency

HCAS – HealthCare Administrative Solutions

HCC – Hierarchical Condition Category

HCFA – Health Care Financing Administration

HCFA 1500 – Medicare Part B Claim Filing Form

HCP – Health Care Proxy

HCPCS – Healthcare Common Procedure Coding System

HEDIS – Health Plan Employer Data Information Set

HIC# – Health Insurance Claim Number (Beneficiary Medicare ID#)

HICN – Health Insurance Claim Number (Beneficiary Medicare ID#)

HIPAA – Health Insurance Portability and Accountability Act

HMO – Health Maintenance Organization

HOS – Health Outcomes Survey

HPID – Health Plan Identification Number

HPMS – Health Plan Management System

HUD – Housing and Urban Development

HVMA – Harvard Vanguard Medical Associates

I

IADL – Instrumental Activities of Daily Living

ICD-10-CM – International Classification of Diseases, Tenth Revision, Clinical Modification

ICD-9-CM – International Classification of Diseases, Ninth Revision, Clinical Modification

ICEP – Initial Coverage Election Period

ICF/IMR – Intermediate Care Facility for the Mentally Retarded

ICN – Internal Claim Number

ICP – Integrated Correspondence Processor

ICU – Intensive Care Unit

IDC – Internal Department Communications

IDT – Interdisciplinary Team

IHT – iHealth Technologies

Ind – independent

INST – Institutional

IP – Internet Protocol

IPA – Independent Practice Association

IPC – Individualized Plan of Care

IRE – Independent Review Entity (MassPro/QIO for this region)

IV – Intravenous

IVC – Initial Validation Contractor

IVF – In Vitro Fertilization

IVIG – Intravenous Immune Globulin

IVR – Interactive Voice Response

J

JCAHO – Joint Commission on Accreditation of Health Care Organizations

K

KC – Key Contact

KP – Key Performer

L

LB – Lower Body

LBB – Lower Body Bathe

LBD – Lower Body Dressing

LBQC – Large Based Quad Cane

LEP – Late Enrollment Penalty

LICSW – Licensed Independent Clinical Social Worker

LIS – Low Income Subsidy

LMHC – Licensed Mental Health Counselor

LOC – Level of Care

LOS – Length of Stay

LPN – Licensed Practical Nurse

LSW – Licensed Social Worker

LTAC – Long Term Acute Care

LTC – Leading Through Change, Inc.

LTC – Long Term Care

LTD – Long Term Disability

LTG – Long Term Goal

M

M+C Organization – Medicare+Choice Organization

MA – Medicare Advantage

MAO – Medicare Advantage Organization

MAP – Medicare Advantage Plan

MA-PD – Medicare Advantage Prescription Drug Plan

MARx – Medicare Advantage Prescription Drug System

Max – Maximum

Max A – maximum assistance

MBD – Medicare Beneficiary Database

Mbr or Memb – Member

MCCOY – Managed Care Option Information System

MCE – Multi-Contract Entity

MCO – Managed Care Organization

MD – Medical Doctor

MDCN – Medicare Data Communications Network

MDS – Minimum Data Set

MDS – Minimum Data Set

MDS-HC – Minimum Data Set Home Care

MEC – MassHealth Enrollment Center

Med – medication

MEDIC – Medicare Drug Integrity Contractor

MHP – Massachusetts Housing Partnership

MH-STD – MassHealth Standard

Min A – Minimal Assistance

MIPPA – Medicare Improvement for Patient and Providers Act

MMA – Medicare Prescription Drug Modernization Act (of 2003)

MMCS – Medicare Managed Care System

MMG – Medicare Marketing Guidelines

MMR – Monthly Membership Report

MMSA – Medicare Medical Savings Account

MnDHO – Minnesota Disability Health Options

Mob – mobility

Mod A – Moderate Assistance

Mod I – Modified Independence

MOOP – Maximum Out-of-Pocket

MOR – Model Output Report

MR – Medical Record

MRC – Massachusetts Rehabilitation Commission

MRRP – Massachusetts Refugee Resettlement Program

MRVP – Massachusetts Rental Voucher Program

MSA – Medical Savings Account

MSG – Message

MSHO – Minnesota Senior Health Options

MSP – Medicare Secondary Payor

MSP – Medicare Supplement Plan

Mtg – meeting

MTMP – Medication Therapy Management Program

N

NCH – National Claims History

NCHS – National Center for Health Statistics

NCPDP – National Council for Prescription Drug Programs

NCQA – National Committee for Quality Assurance

NDM – Network Data Mover

NEC – Not Elsewhere Classified

NHC – Nursing Home Certifiable

NIMH – National Institute of Mental Health

NIS – Not In System

NMUD – National Medicare Utilization Database

NOMNC – Notice of Medicare Non-Coverage

Non-par – Not participating (Out-of-Network)

NOS – Not Otherwise Specified

NP – Nurse Practitioner

NPI – National Provider Identifier

NSF – National Standard Format

O

O&P – Orthotics and Prosthetics

OCR – Optical Character Recognition

OEP – Open Enrollment Period

OEV – Outbound Education Verification Call

OIG – Officer of Inspector General

OM – Outcomes Manager

OOA – Out of Area

OON – Out-of-Network

OOP – Out-of-Pocket

OPP – Office of Patient Protection

OREC – Original Reason for Entitlement Code

OSA – Out of Service Area

OT – Occupational Therapy

OTC – Over the Counter

OV – Office Visit

P

PA – Prior Authorization

PACE – Programs for All-inclusive Care for the Elderly

Palmetto GBA – Palmetto Government Benefits Administration

PAP – Prescription Alternative Program

Par – Participating (In-Network)

PBP – Plan Benefit Package

PC – Personal Care

PCA –Personal Care Attendant

PCN – Patient Control Number

PCP –Primary Care Provider

PCS – Prescription Card Service

PCT – Primary Care Team

PDP – Prescription Drug Plan

PERS – Personal Emergency Response System

PFFS – Private Fee for Service

PGM – Policy Group Meeting

PHCS – Private Health Care Services

PHI – Personal Health Information

PHS – PACE Health Survey

PIP-DCG – Principal Inpatient Diagnostic Cost Group

PLOF – Prior Level of Function

PM – Project Manager

POA – Power of Attorney

POS – Point of Service

POV – Power Operated Vehicle

PPO – Preferred Provider Organization

Pre-auth – Pre-Authorization

PROCAT – Provider Category

PRUCOL – Permanently Residing (in the United States) Under Color of Law

PS – Protective Services

PSI – Permission to Share Information Form

PT – Physical Therapy

PU – Provider Unit

PWB – Partial Weight Bearing

Q

QAC – Quick Access Code (allows you to move from one program <menu option> to another within the TAHPMaster system, without having to return to the Main Menu)

QIO – Quality Improvement Organization

QMB – Qualified Medicare Beneficiary

R

RAPS – Risk Adjustment Processing System

RAPS – Risk Adjustment Processing System Database

RAS – Risk Adjustment System

RCM – Regional Case Manager

RFS – Request for Services

RHC – Rural Health Center

RN – Registered Nurse

RNCM – Registered Nurse Care Manager

RNCS – Registered Nurse Clinical Specialist

RPPO – Regional Preferred Provider Organization

RPT – Report

RRB – Railroad Retirement Board

RT – Record Type

RW – Rolling Walker

RxHCC – Prescription Drug Hierarchical Condition Category

S

S/HMO – Social Health Maintenance Organization

SAS – Statistical Analysis Software

SB – Summary of Benefits

SBQC – Small Based Quad Cane

SCO – Senior Care Options

SCO DUAL – Dual Eligible (Medicare & Medicaid) Senior Care Options Members

SCO MEDI – Medicaid Only Senior Care Options Members

SDE – Service Desk Express

SEP – Special Election Period

SFH – Single Family Home

SH# – Submitter CMS Contract Number

SHINE – Serving the Health Insurance Needs of Everyone

SHIP – State Health Insurance Assistance Program

SME – Subject Matter Expert

SMI – State Median Income

SMP – Senior Medicare Patrol

SNF – Skilled Nursing Facility

SNP – Special Needs Plan

SOA – Scope of Appointment

SOA – Statement of Account

SPAP – State Pharmacy/ Pharmaceutical Assistance Program

SPC – Single Point Care

SSA – Social Security Administration

SSD – Selected Significant Disease Model

SSDI – Social Security Disability Insurance

SSI – Supplemental Security Income

SSI-G – Supplemental Security Income - Group

SSN – Social Security Number

ST – Speech Therapy

STD – Short Term Disability

STE – Steps to Enter

STG – Short Term Goal

SUB ID – Submitter ID

Sup – supervise

SVC – Second Validation Contractor

T

TAHP – Tufts Associated Health plan

TBA – Tufts Benefit Administrators

TCF – Telephone Call From

TCT – Telephone Call To

TCU – Transitional Care Unit

TDWB – Touch Down Weight Bearing

TEMP – Transitional Employment for Massachusetts Parents

ThH or TH – Think Health

THP – Tufts Health Plan

THP SCO – Tufts Health Plan Senior Care Options

THPMP – Tufts Health Plan Medicare Preferred

TL – Team Leader

TMC – Tufts Medicare Complement

TMJ – Temporomandibular Joint Dysfunction

TOB – Type of Bill

TPA – Third-Party Administrator

TPO – Treatment, Payment, and Healthcare Operations

U

UB – Universal Billing Claim Form

UB – Upper Body

UBB – Upper Body Bathe

UBD – Upper Body Dressing

UB-O4 – Uniform Billing Form 04

UCC – Urgent Care Center

UPD – Update

URI – Upper Respiratory Infection

USCIS – United States Citizenship and Immigration Services

V

VA – Veterans Affairs

Vent – ventilator or vented

VM – Voice Mail

W

WB – Weight Bearing

WBAT – Weight Bearing as Tolerated

WC – Wheelchair

Wd – wound

WEDI – Workgroup Electronic Data Interchange

WPP – Wisconsin Partnership Program

Y

YTD – Year to Date