

# Glossary and Abbreviations



**K. 2** [Glossary of Health Care Terms](#)

**K.13** [Glossary of Behavioral Health Terms](#)

**K.18** [Abbreviations](#)

# *Glossary of Health Care Terms*



Several health care terms in this glossary have two types of definitions:

**Health care industry definitions**—identified in the glossary with the symbol HCID



-Explains these terms in language commonly used and generally accepted by the health care industry, including UPMC Health Plan.

**Statutory/regulatory definitions**—identified in the glossary with the symbol SRD



-Explain these terms in language that is mandated by law or regulatory agencies.

The glossary is not intended to be all-inclusive, but it does cover most of the key terms encountered in this manual.



If a term has a “statutory/regulatory” definition, that definition takes precedence over any “health care industry” definition.

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**A**

**Advance Directive**

**HCID** A written document that states how and by whom a member wants medical decisions to be made if that member loses the ability to make such decisions for himself or herself. The two most common forms of advance directives are living wills and durable powers of attorney.

**Ancillary Services**

**SRD** A health care service that is not directly available to members but is provided as a consequence of another covered health care service. Radiology, pathology, laboratory, and anesthesiology are examples of ancillary services.

**Appeal**

**SRD** A request for a health insurer or plan to review a decision or grievance again.

**Medicare /SNP definition:**

An appeal is a formal way for a member to request the plan to review and change a decision the plan has made. The member can appeal when:

1. Not getting certain medical care he/she wants and believe the care is covered by the plan
2. The plan will not approve the medical care the doctor or provider wants to give and the member believes the care is covered by the plan.
3. He/she received services or medical care that he/she believes should be covered by the plan but the plan said it will not pay for the care.
4. He/she received and paid for medical care or services that he/she believes should be covered by the plan and he/she asks the plan to reimburse him/her for the care.

He/she is being told that coverage for certain medical care he/she has been getting that the plan previously approved will be reduced or stopped, and he/she believes that reducing or stopping the care could harm his/her health

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**B**

**Balance Billing**

**SRD** When a provider bills the member for the difference between the provider's charge and the allowed amount.

**Benefit Plan**

**HCID** The schedule of benefits establishing the terms and conditions pursuant to which members enrolled in UPMC Insurance Services Division products receive covered services. A benefit plan includes, but is not limited to, the following information: a schedule of covered services; if applicable, copayment, coinsurance, deductible, and/or out-of-pocket maximum amounts; excluded services; and limitations on covered services (e.g., limits on amount, duration, or scope of services).

**Board-Certified**

**HCID** Term describing a physician who has completed residency training in a medical specialty and has passed a written and oral examination established in that specialty by a national board of review.

C

### Certificate of Coverage

**HCID**

Legal document that sets forth all of the terms and conditions of a member's eligibility and coverage in a benefit plan. It includes the schedule of benefits that outlines covered services and provides information on such topics as the member's right to file a complaint or grievance and continuity of care.

### Claim

**HCID**

A request by a health care provider for payment for services rendered to a member.

### Clean Claim

**SRD**

A claim for payment for a health care service that has no defect or impropriety. A defect or impropriety shall include lack of required substantiating documentation or a particular circumstance requiring special treatment that prevents timely payment from being made on the claim. The term shall not include a claim from a health care provider who is under investigation for fraud and abuse regarding that claim. (For UPMC Community HealthChoices, services include long-term services and supports)

### Coinsurance

**HCID**

A cost-sharing requirement under a health insurance plan that provides that a member will assume responsibility for payment of a fixed amount or percentage of the cost of a covered service.

### Commercial Plan

**HCID**

A UPMC Insurance Services Division product that provides health benefit coverage to employer groups and individuals. Commercial products include a Health Maintenance Organization (HMO), a Point of Service (POS), an Exclusive Provider Organization (EPO), a Preferred Provider

Organization (PPO), and UPMC *Consumer Advantage* Directed Health Plan (CDHP).

### Complaint

**SRD**

A dispute or objection regarding a network provider or the coverage, operations, or management policies of a managed care plan that has not been resolved by the managed care plan and has been filed with the plan or with the Pennsylvania Department of Health or the Pennsylvania Insurance Department. A complaint is not the same as a grievance.

### Medicare / SNP definition:

A complaint (also called a grievance) is a problem or issue that a member has regarding quality of medical care received, disrespect, poor customer service, or other negative behaviors, trouble getting an appointment or waiting too long to get the appointment, someone not respecting a member's privacy, unhappy with cleanliness or conditions of a clinic, doctor's office, or hospital

### Coordinated Care

**HCID**

Describes the linking of treatments or services necessary to obtain an optimum level of health care required by the member and provided by appropriate providers.

### Coordination of Benefits (COB)

**HCID**

The process to prevent duplicate payment of medical expenses when two or more insurance plans or government benefits plans provide coverage to the same person. The rules that determine which insurer provides primary or secondary insurance are governed by health care industry standards and, in some instances, by applicable regulatory agencies.

### Copayment

**HCID** Cost-sharing arrangement in which the member pays a specified flat amount for a specific service (such as an office visit or prescription drugs).

### Covered Services

**HCID** Health care services for which a health plan approves payment according to the benefit package purchased by the member. (For UPMC Community HealthChoices, services include long-term services and supports)

### Credentialing

**HCID** UPMC Insurance Services Division’s review procedure that requires that potential or existing network providers meet certain standards in order to begin or continue participation in the network of the Health Plan. The credentialing process may include examination of a provider’s certifications, licensures, training, privileges, and professional competence.

## D

### Deductible

**HCID** Amount member must pay for covered services before the health plan begins to pay for such services.

### Disenrollment

**HCID** Process of the termination of a member’s coverage.

### Durable Medical Equipment

**SRD** Equipment and supplies ordered by a health care provider for everyday or extended use. Coverage for DME may include: oxygen equipment, wheelchairs, crutches or blood testing strips for diabetics.

## E

### Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)

**SRD** Items and services which must be made available to Medical Assistance beneficiaries who are under the age of 21, including UPMC *for You* members, upon a determination of medical necessity and required by federal law at 42 U.S.C. §1396d(r).

### Emergency Service

**SRD** Any health care service provided to a member after sudden onset of a medical condition that manifests itself by acute symptoms of sufficient severity or severe pain such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- placing the health of the member (or for a pregnant woman, the health of the woman or her unborn child) in serious jeopardy,
- serious impairment to bodily function, or
- serious dysfunction of any bodily organ or part.

Emergency transportation and related emergency service provided by a licensed ambulance service shall constitute an emergency service, if the condition of the member is as described above.

### Enrollment

**HCID** Process by which a health plan signs up groups and individuals for membership.

### Evidence of Coverage

**HCID** Legal document that sets forth all of the terms and conditions of a member’s eligibility and coverage in a benefit plan. It

includes the schedule of benefits that outlines covered services and provides information on such topics as the member’s right to file a complaint or grievance and continuity of care.

### Excluded Services

**SRD** Health care services that the member’s health insurance plan does not pay for or cover. (For UPMC Community HealthChoices, services include long-term services and supports)

### Exclusive Provider Organization (EPO)

**HCID** Plan that blends elements of a traditional HMO with the elements of a PPO. Members are not required to select a PCP. Members receive care at any network provider or facility to ensure coverage.

### Explanation of Benefits (EOB)

**HCID** Statement sent to a member by the Health Plan that explains the benefits provided; the allowable reimbursement amounts; any deductibles, coinsurance, or other adjustments taken; and the net amount paid.

### Explanation of Payment (EOP)

**HCID** A summary of covered services for which UPMC Health Plan paid a provider. Also known as a remittance advice, the Explanation of Payment (EOP) shows the date of service, member, and procedure performed as well as all payment information, including explanation codes for those claims denied or returned for correction.

## G

### Grievance

**SRD** Request by a member, or by a health care provider with written consent of a member, to have a managed care plan reconsider a decision solely concerning the medical necessity and appropriateness of a

health care service. (For UPMC Community HealthChoices, services include long-term services and supports) If the managed care plan is unable to resolve the matter, a grievance may be filed regarding a decision that:

- disapproves full or partial payment for a requested health care service,
- approves provision of a requested health care service for lesser scope or duration than requested, or
- disapproves payment for the provision of a requested health care service but approves payment for provision of an alternative health care service.
- reduces, suspends, or terminates a previously authorized service/item or denies a request for a BLE (this applies to UPMC Community HealthChoices)

A grievance is not the same as a complaint.

## H

### Habilitation Services

**SRD** Health care services that help a member keep, learn or improve skills and functioning for daily living. Examples include therapy for a child who isn’t walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology and other services for people with disabilities in a variety of inpatient and/or outpatient settings. (For UPMC Community HealthChoices, services include long-term services and supports)

### Health Maintenance Organization (HMO)

**SRD** An organized system that combines the delivery and financing of health care and that provides basic health services to voluntarily enrolled members for a fixed prepaid price.

### Health Plan Employer Data Information Set (HEDIS)

**HCID** A core set of performance measures developed and managed by the National Committee for Quality Assurance (NCQA) to assist employers and other purchasers in evaluating health plan performance. Also used by government agencies to monitor quality of care provided or arranged by health plans.

### Home Medical Equipment (HME)

**HCID** Medical equipment owned or rented by a member and placed in the home of that member to facilitate treatment and/or rehabilitation. HME was formerly known as durable medical equipment.

### Hospice Services

**SRD** Services to provide comfort and support for members and their families during the last stages of a terminal illness.

## I

### Indemnity Plan (also known as fee-for-service)

**HCID** A health plan that reimburses a member of the plan for medical services based on bills submitted after services are rendered. It does not typically cover all outpatient services or preventive care programs. Usually no restrictions are placed on selecting providers or facilities, and members pay a percentage of the charge for services.

### Integrated Delivery System

**SRD** A partnership, association, corporation, or other legal entity that does the following:

- Enters into a contractual agreement with a health plan.
- Employs or contracts with health care providers.
- Agrees under its arrangement with the health plan to do the following:
  1. Provide or arrange for the provision of a defined set of health care services to members covered under a plan contract principally through its participating providers.
  2. Assume under the arrangement with the plan some responsibility for conducting, in conjunction with the plan and under compliance monitoring of the plan, quality assurance, utilization review, credentialing, provider relations, or related functions.

The IDS also may perform claims processing and other functions.

## M

### Medically Necessary

#### For Commercial Products

Services or supplies are determined to be medically necessary if they are:

- Commonly recognized throughout the provider's specialty as appropriate for the diagnosis and/or treatment of the member's condition, illness, disease, or injury; and



## Glossary and Abbreviations – Chapter K

- Provided in accordance with standards of good medical practice and consistent with scientifically based guidelines of medical, research, or health care coverage organizations or governmental agencies that are accepted by UPMC Insurance Services Division; and
- Can reasonably be expected to improve an individual's condition or level of functioning; and
- In conformity, at the time of treatment, with medical management criteria adopted by UPMC Insurance Services Division or its designee; and
- Not provided only as a convenience or comfort measure or to improve physical appearance; and
- Rendered in the most cost-efficient manner and setting appropriate for the delivery of the health service.

UPMC Insurance Services Division reserves the right to determine in its sole judgment whether a service meets these criteria and will be authorized for payment. Authorization for payment decisions shall be made by UPMC Insurance Services Division with input from the member's PCP or other provider performing the service. Independent consultation with a provider other than the PCP or attending physician may be obtained at the discretion of UPMC Insurance Services Division.

The fact that a physician or other health care provider may order, prescribe, recommend, or approve a service, supply, or therapeutic regimen does not, of itself, determine medical necessity and appropriateness or make such a service, supply, or treatment a covered service.

### **For Medical Assistance**

Determinations of medical necessity for covered care and services, whether made on a prior authorization, concurrent review, or post utilization basis, shall be in writing and be compensable under Medical Assistance. The Physical Health or Community HealthChoices

Managed Care Organization (PH-MCO or CHC-MCO) shall base its determination on medical information provided by the member, the member's family or caretaker, and the PCP, as well as any other providers, programs, and agencies that have evaluated the member.

- Medical necessity determinations must be made by qualified and trained providers. Satisfaction of any one of the following standards will result in authorization of the service:  
The service or benefit will, or is reasonably expected to, prevent the onset of an illness, condition, or disability;
- The service or benefit will, or is reasonably expected to, reduce or ameliorate the physical, mental, or developmental effects of an illness, condition, injury, or disability; or
- The service or benefit will assist the member to achieve or maintain maximum functional capacity in performing daily activities, taking into account both the functional capacity of the member and those functional capacities that are appropriate for members of the same age.
- (Additionally for Community HealthChoices) Will provide the opportunity for a member receiving long term services and supports (LTSS) to have access to the benefits of community living, to achieve person-centered goals, and live and work in the setting of his or her choice



### For Medicare

Medical or hospital services that are determined by the Medicare Advantage organization to be:

- Rendered for the treatment or diagnosis of an injury or illness; and
- Appropriate for the symptoms, consistent with diagnosis and otherwise in accordance with sufficient scientific evidence and professionally recognized standards; and
- Not furnished primarily for the convenience of the member, the attending physician, or other provider of service.

Whether there is “sufficient scientific evidence” shall be determined by the Medicare Advantage organization based on the following: peer-reviewed medical literature; publications, reports, evaluations, and regulations issued by state and federal government agencies, Medicare local carriers, Medicare Administrative Contractor, and intermediaries; and such other authoritative medical sources as deemed necessary by the Medicare Advantage organization.

### Medicare Advantage Plan

SRD

Plan of coverage for health benefits under Medicare Part C as defined in Section 1859 of the Social Security Act (42 U.S.C. § 1395 at W-28).

- Coordinated care plans that provide health care services, including health maintenance organization (HMO) plans (with or without point-of-service [POS] option), plans offered by provider-sponsored organizations and preferred provider organization (PPO) plans.
- Medicare medical savings account plans coupled with a contribution into a Medicare Advantage medical savings account.
- Medicare Advantage private fee-for-service plans.

## N

### NCQA Accreditation

HCID

National Committee for Quality Assurance (NCQA) is a voluntary, nonprofit agency that evaluates and then accredits managed care plans based on their compliance with stringent quality criteria developed by NCQA. Across the country, some 300 health plans are accredited by NCQA.

### Network

HCID

Group of physicians, hospitals, laboratories, and other health care providers who participate in a health plan’s health care delivery system. The providers agree to undergo the health plan’s credentialing process, follow the health plan’s policies and procedures, submit to monitoring of their practices, and provide services to members at contracted rates.



## O

### Out-of-Area

HCID

Care for illness or injury that is delivered to members traveling outside UPMC Health Plan’s service area as defined by each plan.

### Out-of-Network

HCID

Care performed by providers who do not participate in the UPMC Health Plan network.

### Out-of-Pocket

HCID

Total payments toward eligible expenses that a member funds for himself/herself and/or dependents, including copayments, coinsurance, and deductibles.

P

**Participating or Network Provider**

**HCID** Facility, hospital, doctor, or other health care provider that has been credentialed by and has a contract with a health plan to provide services.

**Point of Service (POS)**

**HCID** Health plan that specifies that those members who receive health care services outside of the health plan network may pay greater out-of-pocket expenses.

**Preferred Provider Organization (PPO)**

Type of managed care in which providers and hospitals agree to provide services at contracted rates. The plan pays the network rates as long as the member sees a network provider. Typically, members need not file claims or coordinate their care through a PCP. When out-of-network providers are used, members pay more of their expenses and usually must file claims.

**Primary Care Provider (PCP)**

**SRD** A health care provider who, within the scope of the provider’s practice, supervises, coordinates, prescribes, or otherwise provides or proposes to provide health care services to a member; initiates member referral for specialist care; and maintains continuity of member care. (Known as Primary Care Physician for UPMC Community HealthChoices)

**Provider**

**SRD** A physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine), health care professional or health care facility licensed, certified or accredited as required by state law.

For UPMC Community HealthChoices, Provider is an individual or entity that is engaged in the delivery of medical or professional services, or ordering or referring for those services, and is legally authorized to do so.

R

**Reasonable and Customary Charges**

**HCID** The average fee charged by a particular type of health care provider within a geographic area. A network provider agrees to accept the plan’s payment as payment in full, even though the reasonable and customary charges may be greater than the amount paid by the health plan.

**Rehabilitation Services**

**SRD** A health care services that help a member keep, get back or improve skills and functioning for daily living that have been lost or impaired because a member was sick, hurt or disabled. These services may include physical and occupational therapy, speech-language pathology and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

**Rider**

**HCID** An additional benefit package beyond the basic coverage package that members may select. Examples of riders include pharmacy benefits, infertility treatment, and vision services.

- **Medicare / SNP**  
Riders do not apply to UPMC *for Life* and UPMC *Medicare Special Needs Plans*. These plans have pharmacy benefits and vision

services as part of their benefit plans.

### Remittance Advice

**HCID** A summary of covered services for which the Health Plan paid a provider. Also known as an Explanation of Payment (EOP), the remittance advice shows the date of service, diagnosis, and procedure performed as well as all payment information, including explanation codes for those claims denied or returned for correction.

### S

### Self-Directed or Self-Referred Care

**HCID** Care that members seek directly from network or out-of-network providers as opposed to care coordinated by their PCP or ob-gyn. Self-directed care may require a higher copayment than care coordinated through a member's PCP.

### Special Needs Plan

**HCID** Medicare Advantage coordinated care plans that serve the special needs of certain groups of individuals including; institutionalized individuals (as defined by CMS), those entitled to Medical Assistance under a State Plan under Title XIX and individuals with severe or disabling chronic conditions, as defined by CMS.

### Specialist

**HCID** Doctor who specializes in a particular branch of medicine, such as cardiology, dermatology, orthopedics, or surgery.

### U

**UPMC Community Care** is a Medicare Advantage Health Maintenance Organization Special Needs Plan (HMO SNP) that serves Medicare beneficiaries who have chronic and disabling mental health conditions.

**UPMC Community HealthChoices:** A UPMC Insurance Services Division product providing coverage for physical health and long-term service and support benefits to eligible Medical Assistance recipients of the Commonwealth of Pennsylvania.

**UPMC for You Life (Dual)** is a Medicare Advantage Health Maintenance Organization Special Needs Plan (HMO SNP) that serves dual eligible Medicare beneficiaries. That is, beneficiaries who meet the following criteria:

- Entitled to Medicare Part A
- Enrolled in Medicare Part B
- Have full Medical Assistance coverage

Do not have End Stage Renal Disease (ESRD), unless currently enrolled in another UPMC product

### UPMC for Life

**HCID** A UPMC Medicare Advantage product providing coverage for health benefits to individuals eligible to participate in the federal Medicare program. UPMC Insurance Services Division offers both a HMO and a PPO option for those individuals. It also offers a Special Needs Plan, *UPMC for Life Options* for individuals who demonstrate long-term care needs.

### UPMC for You

**HCID** A UPMC Insurance Services Division HMO product providing coverage for health benefits to individuals eligible to participate in the Medical Assistance program of the Commonwealth of Pennsylvania.

### **UPMC *for Kids***

**HCID** The UPMC *for Kids* program is UPMC Insurance Services Division's, Children's Health Insurance program (CHIP), a state and federally funded program that provides health insurance for eligible uninsured children and teens.

### **Urgent Care**

**SRD** Care for an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe as to require emergency room care.

For a complete listing of terms under the Affordable Care Act, please refer to the Uniform Glossary which can be found here:

<http://www.cms.gov/CCIIO/resources/files/downloads/uniform-glossary-final.pdf>

## **Glossary of Terms and Abbreviations Prepared for the Behavioral Health Provider**

The following terms and abbreviations are defined as they are used in the Behavioral Health Section of the UPMC Health Plan Provider Manual.

### **A**

#### **Abuse**

Provider practices that are inconsistent with sound fiscal, business, or medical practices and result in unnecessary cost to the managed care program or in reimbursement for services that are not medically necessary or that fail to meet professionally-recognized standards for health care; also UPMC Health Plan member practices that result in unnecessary cost to the managed care program

#### **Adverse determination**

A determination as to whether or not requested or provided health care services are:

- Adequate and essential for the evaluation or treatment of a disorder as defined by standard diagnostic nomenclature (the most recent or approved version of either ICD or DSM)
- Consistent with the standards of good medical practice, required for other than convenience, and the most appropriate supply or level of service

#### **Adverse Event**

An event involving member safety that must be reported to UPMC Health Plan and to other agencies as appropriate; also known as Significant Member Incidents.

#### **ALOS**

Average length of stay at a hospital or treatment program

#### **Appeal**

A request to reconsider and change a proposed resolution to a complaint. It is UPMC Health Plan's Proposed Resolution to a Complaint that is the subject of the Appeal

#### **ASAM**

American Society for Addiction Medicine; ASAM principles and level-of care criteria constitute UPMC Health Plan's medical necessity criteria for adolescent chemical dependency

#### **Assessment**

The process that facility providers complete similar to credentialing for individual behavioral health practitioners

#### **Authorization**

An agreement that the services planned for a specific member meet Medical Necessity (level of care) Criteria; a provider must receive authorization to provide certain behavioral health services for a claim to be honored, but receiving authorization is **not** a promise that the claim will be paid— other criteria must be met

### **C**

#### **CARF**

Committee on Accreditation of Rehabilitation Facilities

#### **CMS**

Center for Medicare and Medicaid Services

#### **COA**

Council on Accreditation

**Complaint**

An individual who expresses dissatisfaction with UPMC Health Plan or its affiliate Community Care, a provider, or other entity, verbally or in writing; a Complainant may include members, subscribers, practitioners, family members of a member and member representatives among others

**Coordination of care**

Coordination of behavioral health care with a UPMC Health Plan Member's Primary Care Physician or other Provider, including behavioral health specialists

**Cultural competency**

The understanding of the social, linguistic, ethnic and behavioral characteristics of a community or population and the ability to translate systematically that knowledge into appropriate practices in the delivery of behavioral health services; assessment includes network providers' policies and readiness to address the cultural needs of Members

**E**

**EOP (Explanation of Payment)**

A form used by the UPMC Health Plan Claims Department providing an explanation to the provider about payment for a particular claim.

**Expedited grievance**

A request to change an adverse determination related to a request for medical care or treatment in which use of the timeframes for Pre-service Grievances

- (a) Could seriously jeopardize the life or health of the member or the member's ability to regain maximum function, based on a prudent layperson's judgment or
- (b) Concerning admission, continued stay, or other behavioral health

services for a member who received emergency services and has not been discharged from a facility and

- (c) That in opinion of a practitioner with knowledge of the member's medical condition, would subject the enrollee to severe pain that cannot be adequately managed without the care or treatment that is the subject of the request

**F**

**Facility**

An institution, organization or program licensed, or otherwise authorized, to provide health care services under applicable state or Federal laws or the laws of another appropriate jurisdiction including but not limited to freestanding psychiatric hospitals, psychiatric and addiction disorder treatment units in general hospitals, partial hospitalization programs, psychiatric and addiction disorder residential treatment centers, community mental health centers, ambulatory psychiatric and addiction disorder treatment Facilities and clinics

**Fraud**

An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person

**G**

**GAF (Global Assessment of Functioning):**

A score on the most current version of the DSM Axis V



**H**

**HCFA (Health Care Financing Administration)**

The former name of the Federal agency that regulates healthcare spending and provides Federal oversight for State healthcare spending agencies. This agency was renamed Center for Medicare and Medicaid Services (CMS)

**HEDIS (Healthcare Effectiveness Data and Information Set)**

One of the most widely used set of health care performance measures in the United States which was developed and maintained by the National Committee for Quality Assurance (NCQA). HEDIS measures are designed to collect, assess, report on, and improve the quality of health care

**HIPAA (Health Insurance Portability and Accountability Act)**

A Federal law addressing the privacy and confidentiality of patient information

**J**

**JCAHO**

Joint Commission on Accreditation of Healthcare Organizations

**L**

**Life threatening emergency**

As a result of a mental illness or substance use disorder, there is reason to believe the member is, or may become, homicidal or suicidal or the member or member's victim may suffer a disabling or permanent physical injury as a result of the member's behavior or condition; the assessment that a life-threatening emergency exists is based upon statements or behavior, member self-report, clinical judgment, or information

obtained objectively.

**LOC (Level of care)**

The particular setting that a member receives care such as inpatient hospitalization, partial hospitalization, or outpatient setting

For UPMC Community HealthChoices, LOC refers to the level of care a participant needs, not the setting in which services are provided

**LOF (Level of functioning)**

A general term used regarding the member's ability to perform particular functions such as daily living skills and employment. It is often measured by such scales as the DSM Global Assessment of Functioning (GAF)

**LOS (Length of stay)**

Continuous days of service for an admission to a Facility or program

**M**

**MBHO**

Managed behavioral health care organization such as Community Care

**MCO**

Managed care organizations such as a Physical Health managed care organization (like UPMC Health Plan) or a managed behavioral health care organization (like Community Care)

**Medical necessity criteria**

Written, objective criteria, based on sound scientific evidence, clinical principles and expert opinion used to determine the appropriateness of treatment interventions

**Member grievance**

A request from a member, member representative, subscriber, or treating practitioner (who has written authorization





credentialing process for individual practitioners. The reassessment may vary in its periodicity but typically occurs every three years

**Routine Need for Care**

The member exhibits signs or symptoms of a mental illness or substance use disorder that indicate the need for assessment and/or treatment without evidence of imminent or impending risk to the member or others or of an acute, significant change in level of functioning.



**S**

**Subscriber**

An individual who has contracted for, or who participates in, coverage under a health insurance policy, health maintenance organization contract, or other benefit program with UPMC Health Plan providing payment, reimbursement or indemnification for the costs of Health Care for the individual and/or eligible dependents of the individual



**U**

**Urgent Need for Care**

Either of the following constitutes an urgent situation:

- (a) as a result of a mental illness or substance use disorder, a member is experiencing signs, symptoms or impairment in functioning that would likely require an intensive level of care within 24 hours if treatment is not provided **OR**
- (b) a member expresses a readiness for, or amenability to, treatment if initiated within a 24-hour period.



**ESRD**—End-Stage Renal Disease

**EVS**—Electronic Verification System

F

**FDA**—Food and Drug Administration

H

**HCFA**—Health Care Financing Administration, (See CMS).

**HEDIS**—Health Plan Employer Data and Information Set

**Hib**—Haemophilus Influenzae Type B vaccine

**HME**—Home Medical Equipment

**HMO**—Health Maintenance Organization

I

**ID**—Identification

**IPV**—Inactivated Polio Vaccine

M

**MATP**—Medical Assistance Transportation Program

**MD**—Medical Doctor

**MH/ID:** Mental Health/Individuals with an Intellectual Disability (formally known as MH/MR—Mental Health/Mental Retardation)

**MMR**—Measles, Mumps, and Rubella vaccine

N

**NCQA**—National Committee for Quality Assurance

**NDC#**—National Drug Code number

**NSAIDs**—Non Steroidal Anti-Inflammatory Drugs

O

**OB-GYN**—Obstetrician-Gynecologist

**OBRA** - Omnibus Budget Reconciliation Act

**OTC**—Over-the-Counter

P

**PA**—Certified Physician Assistant

**PCP**—Primary Care Provider (For UPMC Community HealthChoices—Primary Care Physician)

**PCV**—Pneumococcal Conjugate vaccine – Prevnar®

**PH-MCO**—Physical Health Managed Care Organization

**PHO**—Physician Hospital Organization

**POS**—Point-of-Service

**PPO**—Preferred Provider Organization

**Q**

**QIC**—Quality Improvement Committee



**T**

**Td**—Tetanus and Diphtheria vaccine

**TEE**—Transesophageal Echocardiography

**TENS**—Transcutaneous Electrical Nerve Stimulation

**TMJ**—Temporomandibular Joint Dysfunction



**U**

**UB**—Uniform Billing code

**UPIN**—Universal Provider Identification Number



**V**

**VBA**—Vision Benefits of America

**VFC**—Vaccines for Children

**VZV**—Varicella (chicken pox) vaccine