

ACRONYM	TITLE
ABC	Anthem Blue Cross
ACA	Affordable Care Act
AD&D	Accidental Death & Dismemberment
AHG	Anthem Health Guide
ASA	Average Speed of Answer
ASAP	As Soon As Possible
AVA	Accolade Virtual Assistant
BH	Behavioral Health
BVL	Benefit Verification Letter
B&G	UC Blue & Gold HMO plan
CHRO	Chief Human Resources Officer
CMS	Centers for Medicare and Medicaid Services
COB	Coordination Of Benefits
CSAT	Customer Satisfaction Score
CUCEA	Council of University of California Emeriti Associations
DD	Delta Dental
DepCare FSA	Dependent Care Flexible Spending Account
DI	Disability Income
DME	Durable Medical Equipment
DHMC	California Department of Managed Health Care
Dx	Diagnosis
Dxs	Diagnoses
EE	Eligible Employee
EOB	Explanation of Benefits (e.g., from Delta Dental)
EOC	Evidence Of Coverage
ER	Emergency Room
ESC	Executive Steering Committee
FAQ	Frequently Asked Questions
FDA	Food and Drug Administration

FLTC	Front Line Care Team (Accolade team that works directly with members)
FMEV	Family Member Eligibility Verification process
FSAP	Faculty and Staff Assistance Program
FSA	Flexible Spending Account
HCF	Health Care Facilitator
HEQ	HealthEquity
HMO	Health Maintenance Organization
HN	Health Net
HR	Human Resources
HRA	Health Reimbursement Arrangement
HRBP	Human Resources Business Partner
HSA	Health Savings Account
HSP	UC Health Savings Plan
H&W	Health & Welfare benefits
IEP	Initial Enrollment Period
ILOC	Involuntary Loss Of Coverage
IRS	Internal Revenue Service
IVR	Interactive Voice Response system
KP	Kaiser Permanente
KPSA	Kaiser Permanente Senior Advantage
LEP	Late Enrollment Penalty
LFG	Lincoln Financial Group
LIS	Low Income Subsidy
LMFT	Licensed Marriage and Family Therapist
LOA	Leave of Absence
LSC	Lump Sum Cashout
LWOP	Leave Without Pay
LWP	Leave With Pay
M3P	Medicare Prescription Payment Plan
MA	Medicare Advantage plans
MAPD	Medicare Advantage Prescription Drug plan

MBI	Medicare Beneficiary Identifier
MCP	Medicare Coordinator Program
MHN	Managed Health Network
MPPP	Medicare Prescription Payment Plan
MSP	Medicare Secondary Payer Law
ND	New Dimensions
NLIP	No Lapse In Pay
OE	Open Enrollment
OONR	Out of Network Referrals
OOO	Out of the Office
OOP	Out Of Pocket
OOPM	Out Of Pocket Maximum
PA	Prior Authorization
PAB	Prior Authorization of Benefits
PDP	Prescription Drug Plan
PHQ	Patient Health Questionnaire
PIE	Period of Initial Eligibility
PPO	Preferred Provider Organization
PPS	Payroll/Personnel System
PS	PeopleSoft
Q&A	Questions and Answers
QL	Quantity supply Limit
RASC	UC Retirement Administration Service Center
RE	Retiree
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Qualifications
RFR	Request for Renewal
RIP	Retiree Insurance Program
ROI	Return on investment
RPS	Retirement Program Services

RSP	Retirement Savings Program or Retirement Services Program
R&S	Retirement & Savings benefits
SEP	Special Enrollment Period
SME	Subject Matter Expert
SSA	Social Security Administration
SSN	Social Security Number
TME	Targeted Mass E-mail
TrOOP	Medicare Part D True Out-Of-Pocket limit
UBEN	University Benefits Enrollment Form
UCPath	University of California Payroll, Academic Personnel, Timekeeping, and Human Resources
UC	University of California
UCRAYS	University of California Retirement At Your Service
UCRP	University of California Retirement Plan
UCRS	University of California Retirement System
UCRP DI	University of California Retirement Plan Disability Income
UHC	UnitedHealthcare
UM	Utilization Management
UnifyHR	Third-party vendor that administers the Family Member Eligibility Verification (FMEV) process for the University of California
VB	Via Benefits
VSP	Vision Service Plan
WIN	WINFertility