COMMON ABBREVIATIONS

A&D	authorization and disclosure
A1	attempt # one
A2	attempt # two
AA	administrative assistant
AC	ambulatory care
BHG	behavioral health guidelines
CCG	chronic care guidelines
cmb	call me back
COB	close of business day
CPT	current procedural terminology
DM	disease management
Dos	date of service
DRG	diagnosis related guideline
fu	follow up
HVMMF	WISG/5p-8p voice mail message from
lanotx	live answer, no transfer
LCM	light case management
LOC	lack of certification
LOC COB	lack of certification at the close of the business day
LTAC	long term acute care
LVM	left voice mail message
MM	Maternity management
MCG	Milliman care guidelines
Mco	medical doctors office
NOC	Nurse on call
NVMMF	Night voice mail message from
ORG	Optimal Recovery Guideline
POS	prosthetics, orthotics, and supplies
pot	plan of treatment
pro	provider
pt	patient
PVMMF	Pink voice mail message from
Req	Request
SNIF	Skilled Inpatient Facility
sw	Spoke with
tcf	Telephone call from
tct	Telephone call to
TF#	Toll free number
TPA	third party administrator
utc	unable to contact
vmm	voice mail message
W/TFCB#	With toll free call back number
YVMMF	Yellow voice mail message from