# Customer Care Abbreviations, Definitions and Terms - G

**Each Alpha section will have two separate tables:**

1. Abbreviation, Term and Definition
2. Term and Definition

**Note:** Terms are not be duplicated in both lists.

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| **Abbreviation** | **Term** | **Definition** | |
| **G/B** | Generic to Brand | An indication of a prescription going from the generic medication to the trade name version. | |
| **GCI** | Generic Copay Incentive | GCI identifies members on a select list of single source brands that have generic alternatives available and identifies members on select list of multi-source brands that have a generic equivalent available.   * Letters and emails are sent to members monthly and encourage the member to talk to their doctor about switching to a lower cost generic. The letter included the current brand name and the generic(s) available. Members also get the added benefit of being able to try their recommended generic alternative/equivalent at no cost to them, as an incentive to switch to generic medication. | |
| **GCN** | Generic Class Number | 5 digit numeric code that identifies medications with the same active ingredients, form and strength. | |
| **GEAP** | Generic Equivalent Average Price | Average acceptable price for a generic that is equivalent to a “brand” drug in ingredients and dosage. | |
| **GEHA** | Government Employees Health Association | A Commercial client for CVS Caremark. GEHA calls are handled by a dedicated team in Knoxville. | |
| **GHB** | Gamma-Hydroxybutyric acid medication indication | Prescriptions for GHB require a note on medical need, which is added in the reason text. | |
| **GHP** | Group Health Plan | A health plan offered by an employer or employee organization that provides health coverage to employees and their families. | |
| **GLP-1** | Glucagon-like Peptide-1 | Because of its effects on blood sugar and appetite, GLP-1 receptor agonists (like semaglutide and liraglutide) are used to treat Type 2 diabetes, Obesity and weight management | |
| **GM** | Gram | A metric measurement of weight. | |
| **GPC** | Grace Period Claim | Claim processed during plan's grace period. | |
| **GPI** | Generic Product Identifier | Coding scheme used by Medi-Span to classify and identify specific drug products based on their chemical make-up, strength, and form.  Or  Only one number per generic covers all forms of the drug, therapeutic classification scheme for drug interaction & allergy checking and plan edits. | |
| **Example** | **Number of Digits** |
| 12-xx-xx-xx-xx-xx-xx | 2 |
| 12-34-xx-xx-xx-xx-xx | 4 |
| 12-34-56-xx-xx-xx-xx | 6 |
| 12-34-56-78-xx-xx-xx | 8 |
| 12-34-56-78-90-xx-xx | 10 |
| 12-34-56-78-90-12-xx | 12 |
| 12-34-56-78-90-12-14 | 14 |
| **GR** | Grain | Unit of weight formerly used by pharmacists, equal to 0.0648 grams | |
| **GRA** | Granule | A small compact particle of a substance. | |
| **Grp** | Group | A collection of people/items. | |
| **GRV** | Grievance | Any Complaint or dispute, other than one that involves a Coverage Determination or a low-income subsidy (LIS) or late enrollment penalty (LEP) determination, expressing dissatisfaction with any aspect of the operations, activities, or behavior of a Part D Plan Sponsor, regardless of whether remedial action is requested.  Grievances may include complaints regarding the timeliness, appropriateness, access to, and/or setting of a provided item. | |
| **GSTP** | Generic Step Therapy Plan | Formerly known as High Performance Formulary Plan Design (HPGST). | |
| **GTT or GTTS** | Drop(s) | The measurement of liquid medication is dispensed with a dropper. | |
| **Gx** | Generic | The non-trade name version of a medication. Its active ingredient is chemically equivalent to the trade name. | |

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| **Term** | **Definition** |
| Gap | The coverage gap/donut hole is the timeframe after the beneficiary reaches the initial coverage limit (ICL) and continues until the beneficiary’s True Out Of Pocket move them to the Catastrophic Level.  **Note:** Coverage Gap DOES NOT apply to Low Income Subsidy (LIS) beneficiaries and has been phased out starting with plan year 2025 for all Med D plans. |
| Gauge | The thickness of the needle. |
| General Delivery | Member does not have a mailbox or PO Box where they reside, and packages are sent to the local Post Office to await member pickup. |
| Generic Drug Rules | The Generic Drug Rules can apply to **MAIL,** **PAPER** and **POS.**  **Rationale:** The Generic Drug Rules are a plan feature we offer to help plan sponsors manage the high cost of brand drugs when a generic equivalent exists while providing the member the freedom to choose a brand medication if they are willing the pay the additional cost associated with it. We maintain high standards for identifying Generic equivalents.  **DAW Rule A:** When a generic drug is available, but a brand name drug is dispensed (except at prescriber’s request), the member will pay the difference in total cost (or percent of the difference) between the brand name drug and the generic, in addition to the brand copay. When the prescriber requests the brand name drug, the member will pay the brand copay. See DAW Procedure and Codes for identifying how a script was written.  **Note:**  *Some clients create a plan that includes the Rule A or B to charge the* ***generic*** *copayment plus the difference in total cost of the medication.*  **DAW Rule B:** When a generic is available, but a brand name drug is dispensed for any reason, the member will pay the difference in total cost (or percent of the difference) between the brand name drug and the generic, in addition to the brand copay.  **Caution:** Some DAW Rule B can specify the member pay 100% of the total cost vs the difference. See DAW Procedure and Codes for identifying how a script was written.  Some plans will identify special scenarios when the pharmacy dispenses the brand for any reason as well. |
| Generic Equivalents | Generic or non-brand drug that basically has the same ingredients and therapeutic effects as a name brand drug. Typically, the generic drug is less expensive.  Generics cannot be manufactured and distributed until after the Brand patent has expired. |
| Generic (Mandatory) | Situation where a client requires the member to obtain a generic drug if available.  If the member does not get the generic then the member pays either differential co-pay or the difference between the brand/generic. In some cases, the brand drug is not covered and the member must pay the entire cost of the drug. |
| Generic Medication | Bioequivalent, generally lower cost version of a brand-name drug, available when patent protection expires on a brand-name drug.  Generic drugs contain the same chemical composition (active ingredients) and have the same dosage form, strength, route of administration as the equivalent brand medications. The difference is usually the dyes, buffers and fillers. The FDA assigns quality ratings to generic drugs of AA, AB, AC, BB, etc. We only dispense AA and AB rated generic drugs.  Before approving a generic drug product for equivalency, the FDA requires many rigorous tests and procedures to assure that the generic drug can be substituted for the brand name drug. The FDA bases evaluations of substitutability, or “therapeutic equivalence,” of generic drugs on scientific evaluations. By law, a generic drug product must contain the identical amounts of the same active ingredient(s) as the brand name product. Drug products evaluated as “therapeutically equivalent” can be expected to have equal effect and no difference when substituted for the brand name product. |
| Generic Name | Chemical name given to a generic or non-brand name drug |
| Generic Number | * 5-digit number assigned to each National Drug Code (NDC) by First Data Bank (FDB) for purposes of grouping together equivalent brand and generic drugs of the same ingredient, form and dosage. * Number assigned by First Data Bank that is used to group drugs that are equivalent, i.e., have the same generic name, strength, route of administration, and dosage form. |
| Generic Program | Any of a variety of programs designed to financially encourage either the cardholder and/or pharmacy to choose lower-cost generic substitutes for prescription drug needs. (These programs are also known as “Product Selection Incentive” or “PSI” programs.) |
| Generic Substitution | The generic or non-brand name drug that a prescriber or pharmacist agree can be used as a substitution for a brand name drug being prescribed.  The dispensing of a drug product in place of a brand name drug which: 1) Contains the same active ingredients; 2) Is identical in dose, form and administrative method; 3) Has the same indications, cautions and instructions; and 4) Is produced under the same FDA Good Manufacturing Practices. |
| Ghost Calls | Phantom. A call comes in with a display readout but there is dead air/no sound.  Unable to hear caller on line/ Unable to hear dial tone. |
| Global Change | Operation that can be performed with certain fields for a client’s eligibility that allows a change for all plan members, such as an effective date or term date. Can be specified at the carrier/group level. |
| Grace Period | A period of time in which a member has to pay past due premiums and avoid disenrollment. |
| Grace Period Claim | Patient required to pay 100% coinsurance until out of grace period. |
| Green Screen | A generic term used for any of a number of systems which are accessed through AS400, 3270 or other emulator. |
| GROUCH | GHP Report Output User Communication Help System. |
| Group Name | Name of a specific account under a plan sponsor. |
| Group Number | An assigned number that identifies a specific account under a plan sponsor (group numbers are subordinate to carrier numbers).  The 3-5 character code, used to identify each Client, the Client’s plan members, and the specifics of the Client’s plan design. |
| Group Tracking | Method for checking other carrier/groups, within the same client, if a cardholder is not eligible under the carrier/group the claim submitted by the pharmacy. Allows a plan sponsor to change benefits or group identification without having to reissue the cards. |
| Growth Hormone | Drug used to help with the growth development of persons having inherited dwarfism. |
| Group Number | Each employer that purchases a health plan for its employees also has a number. This group number identifies the specific benefits associated you your employer's plan. Healthcare providers use the group number plus your member ID number to file claims for your care. |

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