# Customer Care Abbreviations, Definitions and Terms - J

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

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

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

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| **Abbreviation** | **Term** | **Definition** |
| **JA** | Job Aid | An informational document that assists the CCR to further explain details of a topic on a call. |
| **JE** | Joint Enterprise | Also known as NEJE, New England Joint Enterprise and Blue MedicareRx |
| **JV** | Joint Venture | A commercial enterprise undertaken jointly by two or more parties which otherwise retain their distinct identities. |

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| **Term** | **Definitions** |
| J. Q. Public Card | Sample card that is made available to clients and prospective clients for marketing purposes. |

[Top of the Document](#_top)

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