# Customer Care Abbreviations, Definitions and Terms – N

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

1) Abbreviation, Term and Definition

2) Term and Definition

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

**Quicker Search Results:** Depress Ctrl+F → Type in Keyword → Click Find Next

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| **Abbreviation** | **Term** | **Definition** |
| **N1** |  | Claims Adjudication Response Code generated when an existing beneficiary attempts to coordinate benefits for a prescription claim and SilverScript does not have Other Health Insurance/Information OHI on file.  This result is a letter sent to the beneficiary to attempt to obtain the COB information currently not on file. |
| **N/C** | No charge | No payment required. |
| **N/F** | Non-formulary | Drug not part of a formulary (list of preferred drugs). |
| **N/A** | Non applicable | Not used for. |
| **NA** | No Answer | No response from the prescriber/member. |
| National Account | Accounts that have an affiliation in more than one state, usually several states. |
| **NABP** | National Association Board of Pharmacies | Assigns all pharmacies a unique identification number. We use this seven-digit number to identify a dispensing pharmacy, to recognize pharmacies that participate in our network of pharmacies, and to calculate reimbursement amounts for retail pharmacies.  The first two digits of the NABP# correspond to the state code for the state in which the pharmacy is located. |
| **NADEAN** | Narcotics Addiction DEA Number | Required for Drug abuse treatment identifier. The NADEAN number is also referred to as the Data 2000 and DEA X number. |
| **NAW** | Not As Written | Used in the documentation when a change is made to an Rx and the original image is on file. |
| **NBT** | Northbrook, IL corporate offices | Our corporate office in Northbrook, IL. |
| **NC** | Noncompliant | Drugs not taken according to prescribed directions; doses are skipped by the member. |
| **NCOA** | National Change of Address | A service that reduces undeliverable packages by verifying member's addresses before the package ships out. Addressing errors are identified and corrected before mail enters the mailstream. |
| **NCPDP** | National Council for Prescription Drug Programs | The National Council for Prescription Drug Programs association:   * Regulates on-line prescription drug programs * Promotes standardization and efficiency within the third-party prescription drug program industry * Establishes electronic claim standards utilized in pharmacy benefit management and transmission among providers and payers * Assigns all pharmacies a unique NCPDP identification number   We use the NCPDP# to identify a dispensing pharmacy, to recognize pharmacies that participate in our network of pharmacies, and to calculate reimbursement amounts for retail pharmacies. |
| **NCT** | Non CVS Caremark Therapeutic Intervention Program | The therapeutic intervention consists of the strategies and actions most likely to **promote healing, strength, and lasting change**. Therapeutic intervention is a live process of discovering what works with a specific youth and family in their own context not related to CVS Caremark. |
| **NDA** | New Drug Application | Formal steps a drug sponsor (manufacturer) takes to ask that the FDA consider approving a new drug for marketing in the United States.  NORMALLY Brand name drugs |
| **NDC** | National Drug Code | Unique identification number for drugs used in the United States for human drugs and biologics. SureScripts will check the NDC number for controls. If there is no NDC, they will check for Compound Flag or Supplies Flag. The NDC is an 11-digit number. |
| National Data Corp | Switching company that transmits the claim from the pharmacy to appropriate PBM vendor. |
| NDC Master | Database in the RECAP system containing information pertaining to each NDC number (i.e., price, strength, form code, USC class, legal status, drug name, etc.). |
| **NDS** | Non-Extended Days' Supply | This drug can only be obtained for a one-month supply or less. You cannot fill a prescription for more than a one-month supply. |
| **NEG** | Negative coverage | NEG status indicates member is not covered. |
| **NEJE** | New England Joint Enterprise | Blue MedicareRx. A Medicare Part D plan sponsor who has a contract with the Centers for Medicare and Medicaid Services (CMS). |
| **Next Year** | Refers to the year following the current calendar year. | **Example:** If it is currently 2015, “next year” would be 2016. |
| **NFA** | No Further Action | When no additional action can or needs to be taken. |
| **NI** | Non-Interaction | Time frame in which there is no interaction with the caller and the CCR has not explained the silence. Also known as silence or dead air. |
| **NIC** | Not in Clinical (PA Dept) | This does not apply to Clinical. |
| **NIS** | Not In System / Not in Stock | A queue where a prescription can be routed for multiple reasons, including manufacturer backorder, discontinued product, package size changes, not in the system, and various other reasons that may or may not result in prescriber and/or member contact. |
| **NM** | Non Matching | Not equal to or similar to. May refer to eligibility issues. |
| **Non-EGWP** | None Employer Group Waiver Plan | Stand-alone Plan, not associated with an employer |
| **NO HX** | No History | The medication in question has not been previously used. |
| **Non-LIS** | None Low Income Subsidy | Beneficiary who does not have Low Income Subsidy. See LIS definition for more information. |
| **Non-RDC** | Non restricted data client | Information that is not restricted. |
| **NPC** | No Patient Comment | Patient has not provided information or comments. |
| **NPOR** | No Prescriber/ Office response | When an Rx request or communication has not been returned by the doctor’s office. |
| **NPI** | National Provider Identifier | Unique identifying number assigned to health care providers. |
| **NPPES** | National Plan and Provider Enumeration System | The National Plan and Provider Enumeration System (NPPES) serves as the national system designed to assign unique identifiers to health care providers and health plans who apply for the National Provider Identifier (NPI) |
| **No PMT** | No Payment | No form of payment submitted for the order. |
| **NP** | Nurse Practitioner | A registered nurse with at least a master’s degree in nursing and advanced education in the primary care of particular groups of clients. Capable of independent practice in a variety of settings. |
| **NPP** | Notice of Personal Privacy | HIPAA Letter. |
| **NRD** | No Release Date | Release date is unknown. |
| **NRFL** | No Refills Left | Rx has no valid refills remaining. |
| **NSA/NSA Combos** | Non-Sedating Antihistamines | Medication that does not make a person drowsy. |
| **NSH** | Nashville Call Center | One of Customer Care’s Call Centers located in Nashville, Tennessee. |
| **NTE** | Not to Exceed | Not to exceed a certain prescribed dosage. |
| **NT ID or N ID** | Network ID | Personal ID generally used to login to Windows. Generally begins with an alpha character and 8 digits in length. |
| **NTG** | Nitroglycerin | Abbreviation of the drug name Nitroglycerin. |
| **NUNCMO** | Number of Uncovered Months | The length of time a person has gone without insurance coverage. |
| **NVM** | No Voice Mail | Generally refers to no message left from the prescriber. |

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| **Term** | **Definition** |
| Narrow Therapeutic Drugs | Narrow therapeutic drugs are composed of medicinal drugs which have been specifically determined by the Board of Pharmacy and the Board of Medicine to demonstrate clinically significant biological or therapeutic in-equivalence and which, if substituted, could produce adverse clinical effects, or could otherwise pose a threat to the health and safety of members receiving such prescription medications. The list varies by state, but most include the following drugs:   * AEROLATE SR * ARMOUR THYROID * COUMADIN * DEPAKENE * DEPAKOTE * DEPAKOTE SPRINKLE * DIGOXIN * DILANTIN * DILANTIN-125 * ELIXOPHYLLIN * ESKALITH * LANOXIN * LEVOTHROID * LEVOTHYROXINE SODIUM * PHENYTOIN * QUIBRON-T * QUIBRON-T/SR * RESPBID * SLO-BID 100 * SLO-BID 125 * SLO-BID 200 * SLO-BID 300 * SLO-BID 50 * SLO-PHYLLIN * SLO-PHYLLIN 80 * SYNTHROID * TEGRETOL * THEO-24 * THEOBID * THEOCLEAR LA-260 * THEO-DUR * THEO-DUR SPRINKLE * THEOLAIR-SR * THEOPHYLLINE ANHYDROUS * THYROID * UNI-DUR * UNIPHYL |
| National Pharmacy Network | Refers to our primary network of contracted pharmacies. |
| N-Drug | Brand-name medications that do not have a generic alternative. Most clients have the N-Drugs adjudicate at the 2nd tier (the primary/preferred brand name copay cost). |
| Need to Know | Specific information pertaining to the client plan design, member mailings, and current issues associated with the client, etc. |
| Negative Formulary Change | Revision to the plans formulary that typically occur during the plan year.  **Examples:**   * Formulary Delete - Drug is being removed from the formulary * Tier change - Drug is being moved to a higher tier * UM Add/Change - to existing Formulary Drugs |
| Network | Grouping of pharmacies that have contracted with a PBM vendor to accept a specific discount off of AWP and a specific dispensing rate. |
| Network Card | Card supplied to the plan participate(s) to use as identification of their prescription benefits at the pharmacy. Most plan ID cards include the following:   * Cardholder Name(s) * ID number * RXBIN number * RXPCN number * RXGRP number * Issuer   In addition, our Customer Care and paper claims submission information is generally on the back of the card. |
| Network Participation | Membership and participation of a pharmacy in one or more of our pharmacy networks. |
| Newborn Coverage | Newborn coverage is determined by the client. Newborns maybe covered for a time frame under the Mother or the client may require their own line of eligibility to be added to the system. |
| New Business | Refers to the department which handles the set-up of new plan sponsors. |
| NICE Workforce Management | (WFM) Suite is a scheduling program all-in-one, cloud-powered platform that enables a multi-pronged approach to increasing engagement and unlocking highly accurate planning. |
| No Eligibility Record Found | No active eligibility record found for member and/or spouse and/or dependent for a specified client. |
| Non-Clinical Chargebacks | When a pharmacy contacts CVS Caremark requesting to reprocess a claim that is older than 90 days. |
| Non-Clinical Interventions | Applied independently of a clinical encounter between a health provider and a patient. |
| Non-Conformance | Act of not complying with a set of specifications, guidelines, or processes. |
| Non-Countable Items | Drugs that are edited for the day supply submitted by the pharmacist and not for quantity. The drugs that are considered non-countable include injectable, ointments, creams, inhalers, and some compounded items. |
| Non-creditable  Coverage | A prescription drug plan is recognized as providing non-creditable coverage once an actuary has evaluated the plan and found it to be not equivalent to the Medicare Part D Basic Plan. |
| Non-Delegated Grievance | Grievance that is handled by the Client. |
| Non-embedded deductible | Individual family members must meet the entire family deductible before benefits are paid. The individual deductible does not apply. |
| Non-Formulary | Brand name medications not included in the preferred formulary drug list. Refer to Formulary. |
| Number (#) Protocol Days | Number of days after Last Date of Fill that must pass *in entirety* to reach Full Date |

[Top of the Document](#_top)

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