# Customer Care Abbreviations, Definitions and Terms - V

**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**

|  |  |  |
| --- | --- | --- |
| **Abbreviation** | **Term** | **Definition** |
| **VA** | Veterans Administration | Service oriented organization providing benefits to those who have served their country in the active military and their dependents. |
| **VEBA** | Voluntary Employee Beneficiary Association | An association that provides tax exempt trust plans that help to cover medical expenses. |
| **VDN** | Vector Directory Number | The short form of the incoming toll-free number that appears on the computer screen as a 5- or 7-digit number indicating marketing source of call |
| **VFD** | Verified | Information that has been clarified or validated. |
| **Vfy** | Verify | Information that needs to be clarified or validated. |
| **VIPPS** | Verified Internet Pharmacy Practice Sites | Program developed by the National Association of Boards of Pharmacy (NABP) certifying Internet pharmacies that comply with state licensing and inspection requirements, as well as criteria such as member privacy, authentication and security of prescription orders, quality assurance and meaningful consultation. |
| **VM** | Voicemail | Message left on phone recording device. |
| **VPN** | Virtual Private Network | A method for connecting to our network while working remotely. |
| **V/R** | Void/Recreate | Cancel the claim/override and begin again. |
| **VRS** | Video Relay Service | A communication service that allows those with hearing disabilities to receive information through video. |

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Valencia | System that stores all communication records submitted between CMS and the plan. |
| Value Added | Products and services provided without charge to the recipient for the purpose of promoting goodwill and enhancing the overall worth of a contract. |
| Value Formulary | Products and services provided without charge to the recipient for the purpose of promoting goodwill and enhancing the overall worth of a contract. |
| Variable Fill | If the member received a Mail Service order for a reduced quantity due to the plan limitation, they may be able to receive the remainder of the originally prescribed quantity if the PA is approved.  This remainder shipment is called a Variable Fill. |
| Verizon | External vendor system that will be used to validate the digital signature of prescribers on each e-prescribed controlled substance that comes in to the HPNS system. Verizon will digitally sign the transaction if the prescriber is using a Signature Indicator (SI). |
| Verbal Abuse | Profane language, continuous screaming, or behavior that is out of control. |
| Vial | A small container, typically cylindrical and made of glass, used for holding liquid medicine. Primarily used with syringes |
| Virtual Hold | If a State of Tennessee member experiences a hold of 2 minutes or longer, they will be provided with an option for a follow up call. |
| VISA | Credit Card type |
| VISA Gift Card | A gift in the form of a credit card.  To use as payment: The 2-digit security code on the back of the card is required. In addition, the card has to be registered with the issuer to use for online or phone purchases. |
| Voluntary Disenrollment | A beneficiary is requesting of their own accord to dis-enroll from their benefits plan. |

[Top of the Document](#_OneSource_Glossary_of)

Not To Be Reproduced or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**