# Customer Care Abbreviations, Definitions and Terms - W

**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** |
| **W/** | With | In conjunction. |
| **W/O** | Without | Lacking or not having. |
| **WAC** | Wholesale Acquisition Cost | Price a wholesaler or drug supplier pays to the originating pharmaceutical manufacturer for the purchase of pharmaceutical products. |
| **WB or WBP** | Wilkes-Barre | CVS Pharmacy distribution center located in Wilkes-Barre, Pa |
| **WBT** | Web Based Training | An online training system |
| **WCB** | Will Call Back | Indicates prescriber or member will return our call. |
| **WEBIN** | Webinar | Enrollment from www.SilverScript.com web site. SpinSix is the company that maintains the web applications. A Data Exchange (DEX) method code. |
| **WFH** | Work From Home | An employee that does not work on-site in a call center or corportate office |
| **WI** | Work Instructions | A step by step process to assist the CCR with the proper management of a call |
| **WIMO** | Where is my Order | Indicates a member’s inquiry on the location/status of their order. |
| **WPV** | Work Place Violence | Malicious acts (usually physical) that take place at work which can lead to harm to others. |
| **WRAP** |  | Secondary/Additional coverage provided to the Beneficiary |
| **WT** | Warm Transfer | After authentication conference the caller to the transferring department and introduce the caller then release |

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| **Term** | **Definition** |
| Waste | The overuse or inappropriate use of resources that results in unnecessary costs to the Medicare program. This includes practices like ordering excessive tests, prescribing more medication than needed, or conducting unnecessary office visits. |
| Web Support | Team that provides information when a member is using our portals. |
| Welcome Kit | Information such as formulary and pharmacy directory sent on behalf of the plan to new enrollees. |
| Wildcard | The use of an asterisk (\*) in PeopleSafe after partial entries of members’ first and last names. |

[Top of the Document](#_OneSource_Glossary_of)

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