# Customer Care Abbreviations, Definitions and Terms - K

**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**.**

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

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| **Abbreviations** | **Terms** | **Definitions** |
| **KC** | Kansas City Call Center | CVS Health location of a call center in Kansas City, Missouri. |
| **KCL** | Potassium Chloride | The abbreviation of the generic drug name potassium chloride. |
| **KNX** | Knoxville Call Center | CVS Health location of a call center in Knoxville Tennessee. |

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| **Term** | **Definition** |
| Kits/Cards | Information regarding how to order kits and/or cards for the client’s member. |

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