# Customer Care Abbreviations, Definitions and Terms – U

**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**.**

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| **Abbreviations** | **Term** | **Definition** |
| **U&C** | Usual and Customary Price | Amount that a pharmacist would charge a cash paying customer or non-plan member for a drug on that day. |
| **UAD** | Use as Directed | Pharmacy term that indicates directions of use verbally communicated between physician and member. |
| **UAIC** | United American Insurance Company | An insurance provider. |
| **UAT** | User Acceptance Testing. | A software testing of a system prior to changes being made in production to ensure the changes implemented are working and to ensure that current functions are working as intended. |
| **UCF** | Universal Claim Form | Standard claim form submitted by a plan member or pharmacy. Also known as a voucher. The NCPDP organization set the standard for the Universal Claim Form (UCF). |
| **UI** | User Interface | A type of transaction reply code (TRC). |
| **UM** | Undeliverable Mail | Address listed on the item is incorrect according to the Post Office. |
| **UM** | Utilization Management | Programs, like Prior Authorizations, that allow an insurance company to manage the cost of benefits  .Set of techniques used on behalf of purchasers of health benefits to manage costs through case-by-case assessments of the clinical justification for proposed medical services. |
| **UN** | Unclear | Used in Prescription Entry by a technician when annotating illegible refills. |
| **UND** | Urgent Next Day | A shipping method. |
| **UND/OC** | Urgent Next Day-our cost | A shipping method paid for by us. |
| **UID** | Universal ID | ID provided by Client prior to Eligibility Date to perform Test Claims, Pharmacy Locator Searches, etc. for members with Future Eligibility. |
| **Updt** | Update | Can refer to when software on a computer is improved or can refer to providing a person with the current status of a prescription. |
| **UNRESP** | Unresponsive | Indicates no response was received. |
| **UPS** | United Parcel Service | A shipping provider that delivers mail packages. |
| **URAC** | Utilization Review Accreditation Commission | Module 1 Knowledge Area: Entire PBM Organization Course Code: 98000013 Course Name: URAC Module 2 - Pharmacy Core v. 3.1 Knowledge Area: Operations Excellence Course Code: 99102031 Course Name: HR Accreditation Requirements Knowledge Area: PBM Operations. |
| **UR** | Utilization Review (Pharmacy Management) | This program identifies high-risk plan members, and then consults with case managers and prescribers to reduce that risk before it becomes a medical event; thereby avoiding potentially significant medical costs. |
| **USC** | Universal System of Classification | 5 digit numeric identifier unique to the RECAP system, which identifies medications within the same therapeutic class. |
| **USPCC** | United States Per Capita Cost | Per capita is a term used in economic and statistical analysis that **means per person**. Per capita is used when comparing a certain economic metric to a population. The most common instances of per capita are gross domestic product (GDP) per capita and income per capita. |
| **USPS** | United States Postal Service | A shipping provider. An independent agency of the executive branch of the United States federal government responsible for providing postal service in the United States, including its insular areas and associated states. |
| **UTS** | Unable to Source | Indicates that we cannot obtain the drug from any of our suppliers at the time of the order. This drug is NOT on backorder. |

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| **Terms** | **Definition** |
| Unified Benefits | Indicate that all benefits are part of the general health care plan rather than any being separate or “carved out.” |
| Uniform System of Classification | For our Recap platform a uniform system of classification that groups all medications in a class of drugs together. **Example:** Contraceptives are classified under USC code 33000. |
| Unit (Vial) | The basic measure of insulin 10 ml) Vial - A small container, typically cylindrical and made of glass, used for holding liquid medicine. Primarily used with syringes |
| Unit-Dose Packaging | Any drug product packaged and intended for administration as a single dose at one time. These drug products also maintain complete labeling (Unit Dose (UD) cup, Strip Packaging tablet/capsule, packet of 2 tablets/capsules that constitute a single dose); this includes all single-dose injections (such as Single Dose Vials (SDV), Pop Top Vials (PTV), amps, syringes, and partial fills). |
| Unit of Use | Any packaged drug product in a standard quantity for a specific therapy.  The amount is suitable for direct dispensing to the member (repackaged dispensing packages, tubes of semi-solids, potassium chloride powder packets, Nicorette gum, or any OTC product not stored behind the pharmacy counter). |
| Unlawful Presence | The status of an individual who is not lawfully present (not a US citizen).  An alien who is not lawfully admitted for permanent residence at the time of enrollment or considered lawfully present for the purposes of applying for Social Security benefits.  An individual who is not lawfully present in the Unites States is not eligible for any federal public benefit, including payment of Medicare benefits. |
| Unsolicited | CMS initiated transactions |
| Unsolicited TRC | A TRC for which the PDP sponsor did not make an explicit request of CMS to enroll, disenroll, or otherwise change Beneficiary information |
| Utilization | Determines the number of days that must pass from a claim date before another claim can be processed. |
| Urgent Appeal | This can be requested when there is an urgent situation. This is defined by law as a situation in which the member’s health may be in serious jeopardy or, in the opinion of a physician; the member may experience pain that cannot be adequately controlled while waiting for a decision on the review of a claim.  If the member or physician believes the situation is urgent as defined by law, the member or physician may request an Urgent Appeal.  An Urgent Appeal could be a 1st level or 2nd level appeal. An External Review can also be handled as an Urgent Appeal. |
| Usage Quantity Package | The usage quantity package is the number of units or uses contained within a single package of medication. This information is located on the Test Claim Screen within PeopleSafe. |

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