

# FREQUENTLY USED ACRONYMS & TERMS

Acronym/Term	Definition
DHCS	Department of Health Care Services
DMHC	Department of Managed Health Care
CMS	Centers for Medicare and Medicaid Services
CM&F	Compliance, Marketing and Fulfillment
LOB <ul style="list-style-type: none"> <li>• MCLA</li> <li>• CMC</li> <li>• LACC(D)</li> <li>• PASC-SEIU</li> <li>• HK</li> </ul>	Lines of Business <ul style="list-style-type: none"> <li>• Medi-Cal – internal only</li> <li>• Cal MediConnect</li> <li>• L.A. Care Covered (Direct)</li> <li>• Personal Assistance Services &amp; Service Employees International Union</li> <li>• Healthy Kids</li> </ul>
PCN	Project Control Number (LA1324)
<b>LA1841</b>	PCNs with LA are assigned to most requests like the Project & Design request
<b>ML1017</b>	PCNs with ML are assigned to Member Communication requests
<b>PL0024</b>	PCNs with PL are assigned to Provider Communication requests
<b>SC180</b>	PCNs with SC are assigned to Script requests
<b>BC00664</b>	PCNs with BC are assigned to Business Card requests
PODIO	L.A. Care's Online Project Management System
QC	Quality Control
RTP	Release to Print
EN, SP, AR, AB, etc...	Language Abbreviations...
PNM	Provider Network Management
SME	Subject Matter Expert
CSC	Customer Solutions Center (Formerly MORE)
AIR	Additional Information Requested
TAT	Turn Around Time
T&I Express	Translation & Interpreting Workflow Management System