

	<b>The Johns Hopkins Health System</b>	<i>Policy Number</i>	COL002
	<b>PFS Policies and Procedures Manual</b>	<i>Effective Date</i>	5/25/01
	<i>Subject</i>	<i>Page</i>	1 of 1
	<b>Account Abbreviations Procedure</b>	<i>Revised</i>	2/16/09

**POLICY**

This policy applies to The Johns Hopkins Health System (JHHS) and the following entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center (JHBMC), and Howard County General Hospital (HCGH).

**PURPOSE**

To standardize the use of abbreviations in all account documentation. The use of standardized abbreviations will:

- Reduce the amount of time spent in commenting account activities in each entity's receivables system
- Conserve file space and keep messages short
- Ensure consistent and accurate communication with the reader

**PROCEDURES**

All Patient Financial Services Representatives will process account activity using the abbreviations presented in Exhibit 1. (Abbreviations are listed alphabetically and alphabetically by meaning.)

**Note:** Any revisions of or changes to these abbreviations require Director-approved sign-off.

**SPONSOR**

Senior Director, Patient Financial Services, JHHS

**REVIEW CYCLE**

Three (3) years

**APPROVAL**

  
 \_\_\_\_\_  
 Director, PFS Operations, JHHS

2/20/09  
 \_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Senior Director, JHHS

\_\_\_\_\_  
 Date

PFS Standard Abbreviations

Alpha by Meaning

Meaning	Abbreviation
Acceleration, accelerated	ACCL
Address	ADD
Account	ACCT
Acknowledge	ACK
Action	ACT
Additional	ADDL
Accounts Receivable	AR
Address Change	AC
Address Correction Req.	ACR
Adjustment	ADJ
Administration	ADMIN
Advise	ADVS
Advised of Terms	AOT
Affidavit	AFFT
Agency	AGY
Agreement	AGRMT
Also known as	AKA
Amount	AMT
Anniversary	ANNIV
Annual	ANN
Application	APPL
Approved	APPRD
Arrangement	ARGMT
As soon as possible	ASAP
Assistant	ASST
Attention	ATTN
Attorney	ATTY
Authorize, authorization	AUTH
Available	AVAIL
Balance	BAL
Balance in Full	BIF
Bankrupt	BKRPT
Bankruptcy, Chapter 7	BK7
Bankruptcy, Chapter 11	BK11
Bankruptcy, Chapter 13	BK13
Bayview Medical Center	JHBMC
Beneficiary	BENEF
Billed	BILD
Busy	BZ
Call	C
Call Back	CB
Called	CLD
Canceled	CANC
Care of	CO
Cashier	CASHR
Change	CHN
Charge	CHRG
Check	CHK
Collections	COLL
Common Law	CMLW

Alpha by Abbreviation

Abbreviation	Meaning
\$	Money
AC	Address Change
ACCL	Acceleration, accelerated
ACCT	Account
ACK	Acknowledge
ACR	Address Correction Req.
ACT	Action
ADD	Address
ADDL	Additional
ADJ	Adjustment
ADMIN	Administration
ADVS	Advise
AFFT	Affidavit
AGRMT	Agreement
AGY	Agency
AKA	Also known as
AMT	Amount
ANN	Annual
ANNIV	Anniversary
AOT	Advised of Terms
APPL	Application
APPRD	Approved
AR	Accounts Receivable
ARGMT	Arrangement
ASAP	As soon as possible
ASST	Assistant
ATTN	Attention
ATTY	Attorney
AUTH	Authorize, authorization
AVAIL	Available
BAL	Balance
BENEF	Beneficiary
BIF	Balance in Full
BILD	Billed
BK7	Bankruptcy, Chapter 7
BK11	Bankruptcy, Chapter 11
BK13	Bankruptcy, Chapter 13
BKRPT	Bankrupt
BZ	Busy
C	Call
C/T	Contact
CANC	Canceled
CASHR	Cashier
CB	Call Back
CHK	Check
CHN	Change
CHR	Credit History Report
CHRG	Charge
CLD	Called
CMLW	Common Law

Contact	C/T
Continue	CONT
Convenience	CONV
Correspondence	CORRES
Credit History Report	CHR
Credit	CR
Criss Cross	XX
Cross Reference	XREF
Current	CURR
Date of Birth	DOB
Date of Last Payment	DLPMT
Dated	DTD
Debit	DB
Deceased	DEC
Deductible	DED
Deferred	DEF
Delinquency Charges	DC
Delinquent	DELQ
Different	DIFF
Direct	DIR
Direct Payment	D/P
Disconnected	DISC
Divorced	DIVRCD
Do Not Run	DNR
Duplicate	DUP
Each	EA
Employment	EMP
Enclosure	ENC
End of Month	EOM
End of Week	EOW
Envelope	ENV
Exception	EX
Expense	EXP
Explanation	EXPL
Extension	EXT
Father	FA
Final Notice	FN
Find-out	F/O
Follow-up	FU
Forward	FWD
From	FRM
General	GEN
Guaranteed	G
Guarantor	GU
Hold	H
Home address	HA
Home phone #	HP#
Howard County Gen Hospital	HCGH
Husband	HUSB
Identification	ID
In full	IF
Include	INCL
Incomplete	INC
Information	INFO
Installment	INSTLT
Insurance	INS
Interest	INT
Investigate	INVEST
Itemization	ITEM

CO	Care of
COLL	Collections
CONT	Continue
CONV	Convenience
CORRES	Correspondence
CR	Credit
CURR	Current
DB	Debit
DC	Delinquency Charges
DEC	Deceased
DED	Deductible
DEF	Deferred
DELQ	Delinquent
DIFF	Different
DIR	Direct
DISC	Disconnected
DIVRCD	Divorced
DLPMT	Date of Last Payment
DNR	Do Not Run
DOB	Date of Birth
D/P	Direct Payment
DTD	Dated
DUP	Duplicate
EA	Each
EMP	Employment
ENC	Enclosure
ENV	Envelope
EOM	End of Month
EOW	End of Week
EX	Exception
EXP	Expense
EXPL	Explanation
EXT	Extension
F/O	Find-out
FA	Father
FN	Final Notice
FRM	From
FU	Follow-up
FWD	Forward
G	Guaranteed
GEN	General
GU	Guarantor
H	Hold
HA	Home address
HCGH	Howard County Gen Hospital
HP#	Home phone #
HUSB	Husband
I/B	Itemized Bill
ID	Identification
IF	In full
INC	Incomplete
INCL	Include
INFO	Information
INS	Insurance
INSTLT	Installment
INT	Interest
INVEST	Investigate
ITEM	Itemization
JHBMC	Bayview Medical Center

Itemized Bill	I/B
Johns Hopkins Community Phy	JHCP
Johns Hopkins Hospital	JHH
Johns Hopkins University	JHU
Last known	LK
Last Known Address	LKA
Last payment	LPMT
Left Message	LMPT
Left message to call	LMTC
Left message to call back	LMTCB
Left no forwarding address	LNFA
Legal	LGL
Legal Action	LEG ACT
Letter	LTR
Line Busy	LBZ
Litigation	LIT
Mail return	MR
Mail	ML
Manager	MGR
Maximum	MAX
Message	MSG
Minimum	MIN
Miscellaneous	MISC
Money Order	MO
Money	\$
Mothcr	MOTH
Moved left no address	MLNA
Multiple	MULT
Name	NM
Never Reached	NR
No (telephone) listing	NL
No answer	NA
No file	NFL
No further action	NFA
No longer employed	NLE
No longer in service	NLS
No phone listing	NPL
No such street	NSS
No telephone	NP
Non Published telephone	NPUB
Non-sufficient funds	NSF
Not available	N/A
Not found	NFD
Not on file	NOF
Not in service	NIS
Number	NO.
On vacation	OV
Operations	OP
Other	OTH
Outstanding	OUT
Paid	PD
Partial Payment	PP
Patient	PT
Patient Account Rep	PAR
Payment	PMT
Payment in full	PIF
Payment Promised	PPR
Pending	PEND
Personal	PERS

JHCP	Johns Hopkins Community Phy
JHH	Johns Hopkins Hospital
JHU	Johns Hopkins University
LBZ	Line Busy
LEG ACT	Legal Action
LGL	Legal
LIT	Litigation
LK	Last known
LKA	Last Known Address
LMPT	Left Message
LMTC	Left message to call
LMTCB	Left message to call back
LNFA	Left no forwarding address
LPMT	Last payment
LTR	Letter
MAX	Maximum
MGR	Manager
MIN	Minimum
MISC	Miscellaneous
ML	Mail
MLNA	Moved left no address
MO	Money Order
MOTH	Mother
MR	Mail return
MSG	Message
MULT	Multiple
NA	No answer
N/A	Not available
NFA	No further action
NFD	Not found
NFL	No file
NIS	Not in service
NL	No (telephone) listing
NLE	No longer employed
NLS	No longer in service
NM	Name
NO.	Number
NOF	Not on file
NP	No telephone
NPL	No phone listing
NPUB	Non Published telephone
NR	Never Reached
NSF	Non-sufficient funds
NSS	No such street
OP	Operations
OTH	Other
OUT	Outstanding
OV	On vacation
PAR	Patient Account Rep
PC	Previous Correspondence
PD	Paid
PEND	Pending
PERS	Personal
PH	Phone
PHB	Phoned business
PHH	Phoned home
PIF	Payment in full
PMT	Payment
PNL	Phone not listed

Phone	PH
Phone not listed	PNL
Phoned business	PHB
Phoned home	PHH
Place of Business	POB
Place of Employment	POE
Possible	POSS
Previous	PREV
Previous Correspondence	PC
Promise to pay	PTP
Questionnaire	QUEST
Received	REC
Refer	REF
Refund	REFD
Refused	REFU
Refuses to pay	R/T/P
Regarding	RE
Remittance	REMIT
Representative	REP
Request	REQ
Research	RSCH
Residence	RES
Responsible	RESP
Return	RTN
Return mail	RTML
Return receipt requested	RRRQ
Reversed	REVR
Review no action	RNA
Right number wrong party	RNWP
Satisfactory	SATIS
Service	SVC
Should	SHD
Should be	SB
Signature	SIG
Signature on File	SOF
Sister	SR
Small	SM
Social Security	SS
Social Security Number	SSN
Special	SPCL
Spoke with	SW
Statement	STMT
Stop Payment	SP
Street	ST
Supervisor	SUPV
Telephone	TEL
Temporary	TEMP
Tomorrow	TOM
Transfer	XFER
Turn over	T/O
Unauthorized	UNAUTH
Uncollectible	UNCL
Unemployed	UNEMP
Unknown	UNK
Unsatisfactory	UNSAT
Up-to-date	UPTD
Verify	VFY
Very important Person	VIP
Week	WK

POB	Place of Business
POE	Place of Employment
POSS	Possible
PP	Partial Payment
PPR	Payment Promised
PREV	Previous
PT	Patient
PTP	Promise to pay
QUEST	Questionnaire
R/T/P	Refuses to pay
REC	Received
REF	Refer
REFD	Refund
REFU	Refused
RE	Regarding
REMIT	Remittance
REP	Representative
REQ	Request
RES	Residence
RESP	Responsible
REVR	Reversed
RNA	Review no action
RNWP	Right number wrong party
RRRQ	Return receipt requested
RSCH	Research
RTML	Return mail
RTN	Return
SATIS	Satisfactory
SB	Should be
SHD	Should
SIG	Signature
SM	Small
SOF	Signature on File
SP	Stop Payment
SPCL	Special
SR	Sister
SS	Social Security
SSN	Social Security Number
ST	Street
STMT	Statement
SUPV	Supervisor
SVC	Service
SW	Spoke with
T/O	Turn over
TEL	Telephone
TEMP	Temporary
TOM	Tomorrow
UNAUTH	Unauthorized
UNCL	Uncollectible
UNEMP	Unemployed
UNK	Unknown
UNSAT	Unsatisfactory
UPTD	Up-to-date
VFY	Verify
VIP	Very important Person
W	Will
W/	With
W/O	Without, write-off
WCB	Will call back

Wife	WI
Will	W
Will call back	WCB
With	W/
Without, write-off	W/O
Year	YR

WI	Wife
WK	Week
XFER	Transfer
XREF	Cross Reference
XX	Criss Cross
YR	Year