

Appendix S

Glossary

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A

ACD	Automatic Call Distribution
ADA	Americans with Disabilities Act
APIs	Application Programming Interfaces

B

BAFO	Best and Final Offer
BDISBO	Department of General Services Bureau of Diversity, Inclusion and Small Business Opportunities
BH-MCOs	Behavioral Health Managed Care Organizations
BTSs	DHS Business and Technical Standards
Business Partner	Entities that conduct business with or on behalf of the Commonwealth

C

CAOs	County Assistance Offices
CHC	Community HealthChoices
CHC-MCOs	Community HealthChoices Managed Care Organizations
CIS	Client Information System
Commonwealth	Commonwealth of Pennsylvania
CPP	Contractor Partnership Program
CWDS	Commonwealth Workforce Development System

D

Department	Department of Human Services
DGS	Pennsylvania Department of General Services
DHS	Pennsylvania Department of Human Services
DOBE	Disability-Owned Business Enterprises
DR	Disaster Recovery

E

EVS	Eligibility Verification System
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F

FTE	Full Time Equivalents
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H

HIPAA	Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191
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I

Issuing Office	Department's Office of Administration, Bureau of Procurement and Contract Management
IT	Information Technology
ITPs	Information Technology Policies
IVR	Interactive Voice Response

L	LGBTBE	LGBT Business Enterprises
M	MA	Medical Assistance
	MATP	Medical Assistance Transportation Program
	MBE	Minority Business Enterprises
	MCO	Managed Care Organization
N	NEMT	Non-emergency medical transportation
P	PERT	Program Evaluation and Review Technique
	PH-MCOs	Physical Health Managed Care Organizations
	Project	Medical Assistance Transportation Program (“MATP”) Services in Philadelphia County
R	RFA	Request for Applications
S	SDB	Small Diverse Business
	SDVBE	Service-Disabled Veteran-Owned Small Business
	SEPTA	Southeastern Pennsylvania Transit Authority
	SOC	System and Organizations Controls
T	TANF	Temporary Assistance for Needy Families
	TNCs	Transportation Network Companies
	TTY	Text Telephone Typewriter
V	VBE	Veteran Business Enterprise which include Veteran-Owned Small Businesses and Service-Disabled Veteran-Owned Small Businesses
	VPAT	Voluntary Product Accessibility Template
	VPN	Virtual private network
W	WBE	Women Business Enterprises
	WCAG	Web Content Accessibility Guidelines
