



January 20, 2022

Web Announcement 2688

## **Attention All Providers, Delegates and Staff: Automated Response System (ARS)**

The Division of Health Care Financing and Policy (DHCFP) and Nevada Medicaid would like to remind all providers, delegates, staff and their Trading Partner contacts about the Automated Response System (ARS). The ARS allows any user to contact Nevada Medicaid for recipient eligibility, provider payments, claim and prior authorization status, and more via telephone. The ARS can be utilized as an alternative for contacting the Nevada Medicaid Call Center to speak with a live agent or logging in to the Electronic Verification System (EVS).

Utilizing the ARS will reduce your need to call the Nevada Medicaid Call Center as you may be placed on hold for necessary research or due to large call volumes.

To utilize the ARS, please call (800) 942-6511.