



April 20, 2022

Web Announcement 2762

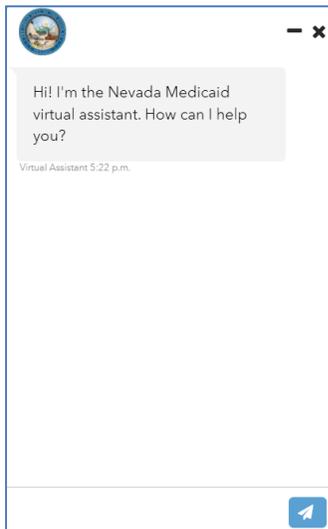
## New Chatbot Provides Self-Service Option to Answering Providers' Frequently Asked Questions

Effective April 18, 2022, a new tool has been added to the Nevada Medicaid website to provide a self-service option to answer providers' frequently asked questions. The new ChatBot icon is located in the lower right-hand corner of each page of the public and secure webpages of the website.

When you click on the following icon:



The following box will open:



Type your question in the field next to the blue paper airplane, and click on the paper airplane. The system will automatically respond with an answer to your question.

Generic answers to topic questions include call center hours, location of web announcements, provider training, provider enrollment and revalidation, prior authorizations, online provider tools with links, and claim status, etc.