



Customer Service Center Call Menu

(877) 638-3472

The following script is currently in effect when callers dial the Customer Service Call Center telephone number above. Please use this script to assist you in choosing the appropriate options.

Thank you for calling Nevada Medicaid. To ensure quality assurance, your call may be monitored or recorded. Please listen carefully as our menu options have changed. If you are a Nevada Medicaid **Recipient, please press 1**. If you are a Nevada Medicaid **Provider, please press 2**. *To repeat, please press 9.*

If 1 is pressed (Recipient):

- For English, press 1. Para español, oprima numero dos.
 - *English (pressed 1):* If you are a recipient calling about Medicaid eligibility, Medicaid benefits or Managed Care HMO changes, please listen for the following options. For persons living in northern Nevada, please call (775) 687-1900. For southern Nevada, please call (702) 668-4200. *To repeat, please press 9.*
 - *Español (pressed 2):* Si usted es un recipiente y necesita información sobre su elegibilidad, beneficios de Medicaid o necesita asir un combo de HMO por favor escuche los siguientes opciones. Para el Norte de Nevada por favor llamar al (775) 687-1900. Para el Sur de Nevada por favor llamar al (702) 668-4200.

If 2 is pressed (Provider):

- If you are calling to verify recipient eligibility, check the status of a claim, find recent check amounts, or check PA status through our self-service system, please press 1.
- If you are calling regarding Provider Enrollment, please press 2.
- For assistance with filing a claim, please press 3.
- For questions and assistance with the Provider Web Portal, please press 4.
- For electronic billing EDI questions, please press 5.
- If you need to speak with a member of our prior authorization team, please press 6.
- *To repeat, please press 9.*