



April 14, 2023

Nevada Medicaid Web Announcement 3051

Attention All Providers, Delegates, Staff, Credentialing Companies and Third-Party Billers:

New Interactive Voice Response Will Enhance Call Center Experience

Update to [Web Announcement 3046](#): Nevada Medicaid will be introducing a new interactive voice response (IVR) Customer Service Center experience named Gabby™. When you call (877) 638-3472, you will be able to provide certain phrases that will allow Gabby to assist you without having to select multiple prompts. Some examples of words and phrases callers can use are below:

- Claims
 - Claim Status
 - What is the status of my claim?
- Recipient Eligibility
 - Recipient eligibility
 - Eligibility status
 - I want to check eligibility
 - Medicare status
 - Medicaid status
 - Patient liability
 - Check TPL or third-party liability
- Prior Authorization
 - Prior authorization
 - I need to check PA status
 - PA information
- Check Amounts
 - Payment status
 - EFT or electronic funds transfer
 - RA or remittance advice

As a reminder, if Gabby is unable to assist you with your inquiry, you will be routed to the next available live representative if you are calling during the normal call center hours.

Stay tuned for more information, or if you would like to know a little bit more about Gabby [click here to view an informational video](#).