



July 14, 2023

Nevada Medicaid Web Announcement 3121

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

## **Feedback Requested Regarding the Gabby™ Interactive Voice Response (IVR) System**

Nevada Medicaid's new interactive voice response (IVR) Customer Service Center experience named Gabby™ is now live. Gabby™ is a verbal, interactive virtual agent that is a part of the provider services call center (877-638-3472) that can provide answers to frequently asked questions. Nevada Medicaid would like feedback from providers regarding their experience with Gabby™ and suggestions on how to make Gabby™ even better.

Nevada Medicaid encourages all providers, delegates, staff, credentialing companies, third-party billers, and others to please take a moment to complete a short survey. For convenience to the provider community, this is an open-ended survey that allows for ongoing feedback to Nevada Medicaid to enhance the Gabby™ experience.

[Please click this link to access the Gabby™ Interactive Voice Response Feedback Survey.](#)