



**February 2, 2024**

**Nevada Medicaid Web Announcement 3272**

## **Attention All Providers: New Call Center Virtual Hold/Callback Option**

The Division of Health Care Financing and Policy (DHCFP) and the Nevada Medicaid fiscal agent have implemented a Virtual Hold/Callback option for providers calling the Customer Service (877-638-3472) or the Prior Authorization (800-525-2395) call centers during peak and busy times. This new option allows the caller to keep their place in the phone queue.

After a specific amount of time in the queue, if there is a longer wait time than normal, providers will be prompted with the option to keep their place in line, leave their phone number, and can disconnect the call. The provider will receive a callback from Nevada Medicaid when the next agent is available.