



**April 27, 2023**

**Nevada Medicaid Web Announcement 3060**

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

## **New Call Center Interactive Voice Response System Is Now Live**

Update to [Web Announcement 3051](#): 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).

The system is designed to listen to the caller, respond accurately, and adapt to new vocabulary, phrases, accents and ways to communicate with each call. The virtual agent can fulfill multiple call flows (member eligibility, claim status, prior authorization details and payment information) based on the user's inquiry without the user having to return to the main menu.

Examples of some words and phrases callers can use that Gabby will recognize 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

Gabby utilizes conversational artificial intelligence (AI) including Natural Language Processing/Understanding (NLP/U) to perform tasks and deliver immediate and accurate answers to provider inquiries 24/7, and will also ensure that the interaction is routed to the most appropriate destination. 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.