



May 19, 2023

Nevada Medicaid Web Announcement 3080

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

New Call Center Interactive Voice Response System Now Answering Providers Questions

Nevada Medicaid's new interactive voice response system is now live and can answer your frequently asked questions. As a reminder, Gabby™ is a verbal, interactive virtual agent that is part of the provider services call center (877-638-3472) that can handle frequently asked questions.

The following are examples of questions Gabby can answer:

- Would you like to know the timely filing limits for Nevada Medicaid claims? Just ask Gabby "What is timely filing?"
- Do you want to know how to properly submit a claim appeal? Ask Gabby "How do I submit a claim appeal?"
- Do you want to know the status of your enrollment application? Ask Gabby and she can point you in the right direction to check the status of your application when you are ready to proceed.
- Do you need to know if Nevada Medicaid has a payor ID? Ask Gabby: "Does Medicaid have a payor ID?" Gabby will advise you of the information that you are needing.
- Are you looking for your revalidation due date so your contract does not terminate? Ask Gabby "What is my revalidation date?"

These are just some of the FAQs you can ask Gabby. Gabby will provide the same information that you would receive if you spoke to a Nevada Medicaid representative.