July 5, 2024

Nevada Medicaid Web Announcement 3388

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

Tips for Using the Nevada Medicaid Call Center Interactive Voice Response System

Nevada Medicaid's interactive voice response (IVR) system Customer Service Center experience named Gabby™ makes it easy for providers, delegates, staff, credentialing companies and third-party billers to obtain the information they need when they call (877) 638-3872.

Following are some reminders and tips that may assist with expediting the Gabby™ experience:

- Gabby™ will require valid information prior to transferring the caller to an agent. If you provide all the required information and Gabby™ still cannot assist, Gabby™ will then transfer you to a live agent.
- An immediate request for an agent will result in delays and it will take longer for you to obtain the information or assistance you are looking for.
- Have your valid National Provider Identifier (NPI) ready.
- Have your call details ready, such as:
  - Provider information
  - Recipient information/eligibility
    - Recipient's Medicaid ID number
    - Recipient's name
    - Recipient's date of birth
  - Claims information (To search for claim status, use either your ICN or Recipient ID/Dates of Service)
    - Claim ICN
    - Billing NPI
    - Recipient ID
    - Date(s) of service
    - Billed Amount
  - Provider Enrollment (If you select this queue and you do not have an enrollment/revalidation application question, you will be placed back into the queue to select the correct phone queue)
    - Valid Application Tracking Number (ATN)
    - NPI
  - Web Portal Issues
    - Tell Gabby™ exactly what you need (for example, Password Reset)
    - If you are receiving an error stating "You do not have any providers associated with your account at this time. You have been logged off and re-directed back to the provider welcome page.", there is NO reason to call Nevada Medicaid. You will need to speak with the Administrator of **your** account to ensure that you have been provided with the correct access. See Web Announcement 2628 or visit Electronic Verification System (EVS) Chapter 1: Getting Started for more information.
    - If you need to have your administrative account reset, please contact nvmmis.edisupport@gainwelltechnologies.com and provide the following information:
      - NPI
      - Name associated with the NPI
      - User ID, if available
      - Tax ID

- New Administrator name and contact information
- Reason for the account change
- Any information from the previous administrator

Anyone who has used Gabby™ previously and would like to provide useful and constructive feedback is invited to complete the [Gabby™ Interactive Voice Response Feedback Survey](#).