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Nevada Medicaid Web Announcement 3413

Attention All Providers: Nevada Medicaid ChatBot

The Division of Health Care Financing and Policy (DHCFP) and Nevada Medicaid would like to remind all providers, delegates and staff that the Nevada Medicaid ChatBot cannot provide specific protected health information (PHI) and *cannot connect users with a live agent*.

The ChatBot can answer generic questions about prior authorizations, online provider tools and more and direct users to self-service options. See [Web Announcement 2762](#) for more information about the ChatBot.

For PHI-related requests, such as the status of claims, prior authorization or eligibility requests, users must log in to their Electronic Verification System (EVS) Portal Account or by utilizing Gabby™ by calling the Customer Service Center (877) 638-3472 or the Automated Response System (ARS) (800) 942-6511.