



## Contact Center Call Menu

**(877) 638-3472**

The following script is currently in effect when callers dial the Contact Center telephone number above. Please use this script to assist you in choosing the appropriate options.

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Thank you for calling Nevada Medicaid. All calls may be recorded for quality and training purposes. I'm Gabby, an automated assistant. Para Espanol, marque nueve. To get started, please tell me whether you're a health care provider or a patient who receives Medicaid services.

\*Note: If the user has selected 9 for Spanish, the previous message will be read in Spanish.

### ***If Recipient is selected:***

- I'm sorry, this line is for health care providers only. If you're living in Northern Nevada, please hang up and call 775-687-1900. For Southern Nevada, please call 702-668-4200. If you're calling to discuss your personal care services, please call our prior authorization department at 1-800-525-2395
  - *Español* Lo sentimos, pero esta linea es solamente par Proveedores de servicios de salud. Si vive usted in Nevada del norte, favor de cuelgar y llamar a 775-587-1900. O si vive en Nevada del sur, llame a 702-668-4200. Si está llamandonos para discusir su servicios de salud personal, por favor llame a nuestro departamento de Autorización Previa, a 1-800-525-2395.

### ***If Provider is selected:***

- Your reference number for this call is: XXXXXXXXX. How may I assist you today? For example, I can help you with claims, eligibility, prior authorization, payment information, or provider enrollment. Say one of these or ask me a specific question.