

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202331 APRIL 20, 2023

IHCP introduces a new provider self-service IVR system called GABBY

The Indiana Health Coverage Programs (IHCP) will be introducing a new provider self-service interactive voice response (IVR) system called GABBY. GABBY is a verbal interactive virtual agent that will be added to the options on the IHCP Customer Assistance phone line, replacing the current IVR option. GABBY is designed to listen to the caller and respond accurately and completely. This new interactive virtual agent will be able to provide information and assist with questions on the same topics as the current IVR provider self-service options (that is, member eligibility verification, benefit limits, claim status, provider enrollment status, prior authorization and payment information) based on the users' inquiry without having to return to the main menu. GABBY will continue to learn new vocabulary, phrases, patterns of speech and ways to communicate with each call it takes.



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 hours a day, seven days a week. It will also ensure that the interaction is routed to the most appropriate destination. The Customer Assistance call center hours will not change, and live assistance will be available from 8 a.m. to 6 p.m. Eastern Time Monday through Friday, excluding holidays. If GABBY determines that it is unable to assist a caller with their inquiry, it will be able to route the call to the next available agent in the Customer Assistance call center during regular business hours.

To reach this new IVR, providers will continue to call the IHCP Customer Assistance line at 800-457-4584 and hear the familiar recorded greeting and initial menu prompts. Providers will select option 2, which will then transfer their call to GABBY. GABBY will lead callers through the provider authentication process so they can then speak to GABBY regarding the topic of their choice from the list of GABBY options. Callers can speak to GABBY by using phrases like, "I'd like to check a member's eligibility" or "I have a question about a prior authorization."

Providers will begin to experience GABBY via the IHCP Provider Customer Assistance phone line in early May 2023. The call experience for members will not change.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [IHCP Bulletins](#) page of the IHCP provider website at in.gov/medicaid/providers.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at in.gov/medicaid/providers.

