

# Using the Virtual Agent, GABBY™

Fact Sheet May 2026

GABBY™ is a virtual agent which is a part of the provider services call center. It is designed to listen to the caller and respond accurately, learning new vocabulary, phrases, accents and ways to communicate with each call. The virtual agent can fulfill multiple call flows without having to return to the main menu.

## Enrolled Providers

The virtual agent works best with the MESA provider ID. If the NPI is used and multiple IDs are found, the virtual agent will ask the caller to narrow down using the taxonomy and zip+4. If there are multiple IDs with the same NPI, taxonomy, and zip+4, the virtual agent will automatically transfer the caller to a live representative.

The virtual agent asks the caller what is needed, analyzes what is said, and responds accordingly based on the self-service options below:

- Member Eligibility
- Claim Status
- Check Amount
- Provider Enrollment
- Prior Authorization Status
  - Gainwell is unable to modify, create, or discuss the decision of your prior authorization. For additional details related to pharmacy prior authorizations, please reach out direct to the Pharmacy PA line at 833-660-2402. For additional details related to non-pharmacy prior authorizations, please reach out to Telligen at 855-625-7709.

The virtual agent will transfer the caller to a live agent if unable to resolve the request.

## Providers who are not found

The virtual agent will transfer back to the Main Menu, and provider can request a live agent.

## Providers needing additional information

Below are some key phrases that will route the caller to a live agent:

- **Claims information other than claim status:** Use statements such as pricing, revenue code, electronic visit verification, remittance advice
- **Portal:** Use statements such as portal, web portal, add a delegate
- **Prior Authorization:** Use statements such as prior authorization, PA, or PAR
- **Password Inquiries:** Use a statement containing the word “password”.

The Call Tracking Number (**CTN**) **will be read out at the end of the call**, even when transferred to a live agent.

### **Post Self-Service Survey**

The survey is not related to agent performance but rather focuses on collecting feedback about the self-service experience with Gabby.

### **Need More Help?**

Please visit the <https://medicaid.ms.gov/medicaid-portal-for-providers/> web page to find all the Provider Quick Guides.