



INDIANA HEALTH COVERAGE PROGRAMS

PROVIDER REFERENCE MODULE

Note: The Interactive Voice Response System provider reference module has been retired. Effective May 24, 2023, the Indiana Health Coverage Programs (IHCP) interactive voice response (IVR) system described in this module was replaced with GABBY, an interactive virtual assistant that can respond to providers' verbal questions.

GABBY uses 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.

This new virtual assistant can provide information and assist with questions on topics such as member eligibility verification, provider enrollment status, and (for fee-for-service, nonpharmacy benefits) benefit limits, claim status and payment information.

*To access GABBY, call the IHCP Customer Assistance line at **800-457-4584** and then, when prompted, select **option 2** (for doctor or medical service provider). Your call will be transferred to GABBY, which will ask what you need help with and then lead you through the provider authentication process. After you have supplied the required information, you can speak to GABBY regarding the topic of your choice.*

For more information about the new GABBY virtual assistant, see IHCP Bulletin [BT202331](#).