

Hello,

Gainwell Pharmacy Services is excited to tell you more about our call center's virtual agent, GABBY™!

Who is GABBY™?

Gabby is an interactive voice response system that offers several self-service functions. If you have called Gainwell Pharmacy Services, you have previously met GABBY™. We have implemented GABBY™ to revolutionize how we fulfill your needs while delivering excellent customer service.

What should I expect during my call?

GABBY™'s conversational feature empowers you to lead the conversation. GABBY™ will ask what you need and listens to and responds accordingly. With next-generation conversational AI technology, GABBY™ learns through each interaction, providing you easier and faster support.

Watch GABBY™ in action using [this link](#).

What can GABBY™ help me with?

GABBY™ is equipped to provide you the following information:

- To check a **claim's status**, just say "claim status" and have your NPI with one of the following ready:
 - Prescription number and date of service.
 - Claim ID.
- To check a **member's eligibility**, just say "member eligibility" and have your NPI with one of the following ready:
 - Member's ID and date of birth.
 - Member's full social security number and date of birth.
- To check a **prior authorization's status**, just say "prior authorization status" and have your NPI with one of the following ready:
 - Prior authorization number.
 - Member ID and date of birth.
 - Member's full social security number and date of birth.

Need more help?

Gainwell Pharmacy Services is confident you will find GABBY™ to be a valuable asset that can save you time and streamline your experience with our call center. If you require more support, please visit our portal at <https://spbm.medicaid.ohio.gov/> or call us at 833-491-0344. We look forward to serving you to improve wellness and health outcomes for the individuals and families the Ohio Department of Medicaid (ODM) serves.

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