

DATE: 7/18/25

SUBJECT: New Turquoise Claims System Coming in December

Hello valued New Mexico Healthcare Providers,

This is our 3<sup>rd</sup> email to Medicaid providers about the new **Turquoise Claims** system coming to [YES.NM.GOV](https://yes.nm.gov) in December 2025. (Prior emails are posted on the [Turquoise Claims web page](#).) The new system will replace the current Medicaid claims management system (Omnicaid) and the NM Medicaid Provider Web Portal.

### **All Your Provider Tools in One Convenient Location**

A key feature of the new Turquoise Claims system is single sign-on access. From one point of entry on the [YES.NM.GOV](https://yes.nm.gov) website, you'll be able to access the Provider Enrollment system, the Learning Management System (LMS), and the new claims management system—all with one login.

### **For The Love of Consistency: Managed Care Claims Submissions Unchanged**

There are no changes to managed care (MC) paper claims submissions or claims submitted directly through a Managed Care Organization's portal. Electronic Data Interchange (EDI) files will continue to be submitted via clearinghouses, just as they are today. If you submit EDI claims, please look for a separate email with more details.

### **Timeline Snapshot**

October 2025: *Turquoise Claims Training begins*. We'll offer convenient options to get you ready for the transition.

October 2025: *Provider Testing begins*. We'll ask providers to help us test the new system.

October-December 2025: *The Turquoise Claims Roadshow* will come to a location near you!

December 2025: *Turquoise Claims launches on [YES.NM.GOV](https://yes.nm.gov)!*

More details about these milestones will be shared in the coming weeks. We will keep you informed every step of the way. Help us communicate with you in the way you prefer by taking this 4-question [Provider Communication Survey](#).

Regards,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD)