

DATE: 7/28/25

SUBJECT: Turquoise Claims Training Coming in October

Hello valued New Mexico Healthcare Providers,

As previously announced, **Turquoise Claims**—New Mexico's new Medicaid claims management system—will launch this December at [YES.NM.GOV](https://yes.nm.gov).

To ensure you're ready, we are offering two flexible training options to support your transition:

**1. Self-Paced Training**

Learn at your own pace through a series of online modules covering all key aspects of the new system. These can be accessed anytime, at your convenience.

**2. Instructor-Led Virtual Training**

Join a live, interactive session with an instructor who will guide you through the platform and answer your questions in real time.

**What You Will Learn:**

- How to access and navigate the new system
- Step-by-step claims submissions processes
- Tools and features designed to streamline your workflow
- Troubleshooting tips and available support resources

Stay tuned—detailed training schedules and sign-up instructions will be shared soon.

All previous communications and updates are available on [the Turquoise Claims web page](#).

Warm regards,

The Health Care Authority and the Medical Assistance Division