

DATE: 8/22/25

SUBJECT: See the New Turquoise Claims System in a Live Demo Coming to a Location Near You!

Hello valued New Mexico Healthcare Providers,

As you may already know, New Mexico Medicaid providers will use a new claims management system, called **Turquoise Claims**, starting in December. This new system will replace the current Medicaid claims system (Omnicaid) and the NM Medicaid Provider Web Portal.

**We want you to be ready!**

Between October 1 and November 22, we will visit 29 towns and cities across New Mexico. At each stop, we will host a 2-hour session where you can:

- See a live demonstration of the Turquoise Claims system,
- Learn how to submit a claim step by step, and
- Ask us questions.

Can't make it in person? No problem! We will offer virtual and recorded sessions that you can view on your own schedule.

More details and the full demo schedule, including how to RSVP, will be shared soon. We hope you can join us!

In the meantime, you can find past announcements and updates on [the Turquoise Claims web page](#).

Regards,

The Health Care Authority and the Medical Assistance Division