


DATE: 8/29/25

SUBJECT: 4 Months til Turquoise Claims – What Changes in December 

Starting December 2025, New Mexico Medicaid providers will begin using **Turquoise Claims**, our new Medicaid claims management system. Turquoise Claims will take the place of the current system (Omnicaid) and the NM Medicaid Provider Web Portal, bringing everything together in one modern, easy-to-use platform. **Our priority is to make this transition seamless and supportive every step of the way.**

The transition is designed to be smooth with only minimal impact. Here's what you can expect:

- **Fee-for-service claims** → Beginning in December, you'll submit them directly through the [YES.NM.GOV](https://www.yes.nm.gov) site.
- **Paper claims** → These will go to a new mailing address, which we'll share before launch so you're fully prepared.
- **EDI claims** → No changes! You'll continue submitting them through your clearinghouse just like today.

**Most importantly, nothing will change with your payments.** The schedule will remain exactly the same and there will be no interruption in claims payments.

We know transitions can feel challenging, but you won't be going through this one alone. Over the next few months, we'll be providing:

- **Training opportunities** to guide you step by step.
- **The Turquoise Claims Roadshow**, coming to communities across New Mexico, where you can see demos, ask questions, and get hands-on support. **Save the date!** Check out a preview of Roadshow locations: [Turquoise Claims Roadshow Flyer](#)

We're committed to keeping you informed. You can always find the latest updates, past communications, and FAQs on [the Turquoise Claims web page](#).

**Questions?** Email us at [HCA-TurquoiseClaims@hca.nm.gov](mailto:HCA-TurquoiseClaims@hca.nm.gov)

Regards,

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