



Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alanna Dancis, Acting Medicaid Director

Letter of Direction #72

Date: December 18, 2025

To: Turquoise Care Managed Care Organizations

From: Alanna Dancis, Acting Director, Medical Assistance Division *Alanna Dancis*
Nick Boukas, Director, Behavioral Health Services Division *NB*

Subject: High-Fidelity Wraparound (HFW) Program Non-Duplication of Services

Title: NM High-Fidelity Wraparound Program

The purpose of this Letter of Direction (LOD) is to provide clarification to the Turquoise Care Managed Care Organizations (MCOs) for provision of High-Fidelity Wraparound (HFW) services. Health Homes G9001 and High-Fidelity Wraparound (HFW) G9003 services cannot be billed concurrently for the same client on the same dates of service. Please ensure your claims processing systems are configured to prevent and deny both services being paid within the same date span.

Please refer to the [CLNM Manual](#) for further program requirements.

This LOD will sunset when direction is provided in one or more of the following: Turquoise Care Managed Care Services Agreement, Managed Care Policy Manual, NMAC, Systems Manual, or BHSD Billing and Systems Manual. The LOD may also sunset upon HCA notification or completion of the Turquoise Care Program.