




Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Dana Flannery, Medicaid Director

Letter of Direction #67

Date: October 17, 2025

To: Turquoise Care Managed Care Organizations

From: Dana Flannery, Director, Medical Assistance Division 

Subject: Implementation of YESNMConnect, a Closed Loop Referral System administered by FindHelp

Title: Closed Loop Referral System

The purpose of this Letter of Direction (LOD) is to provide guidance to the Turquoise Care Managed Care Organizations (MCOs) for implementation of YESNMConnect, the Closed Loop Referral System (CLRS) administered by FindHelp. The New Mexico Health Care Authority (HCA) is implementing a statewide CLRS as a comprehensive solution to refer, provide, and track a wide array of public health services across the State for Medicaid and other underserved populations.

MCO Requirements

Funds have been allocated to the capitation rate to support the implementation of the MCO program and ongoing participation with the CLRS. The following activities are required from MCOs:

- Implement the CLRS,
- Participate in ongoing workgroups,
- Develop CLRS functionality and provide program support,
- Use the CLRS for member referrals by the MCO's Care Coordination and Care Management staff,
- Assist in developing program-specific referral workflows and provide technical assistance (TA),
- Conduct outreach and support for onboarding providers, and
- Partner with HCA and FindHelp to engage community-based organizations in the CLRS participation.

Program Implementation

From July 1, 2025, through December 31, 2025, the MCOs will start implementing the CLRS. The summary of CLRS related tasks identified for MCO implementation that align with the increase to capitation rates include:

- System purchase and initiation, licensing, ongoing subscriptions:
 - Initializing contract with CLRS by October 30, 2025,
 - Purchasing software subscriptions and annual licensing,
 - Data warehouse access,
 - Purchase and installation of additional software packages and add-ons,
 - Application Programming Interface (API) integration and other software fees,
 - Providing program integration support, and
 - Developing system interoperability.
- Staff resources, administration, and contracting:
 - Internal IT staffing and resources,
 - Technology, API, and software package exploration,
 - Identifying IT costs and resources to integrate CLRS into internal systems,
 - Conducting initial training,
 - Identifying other staff support
 - Monthly reporting to HCA on implementation status on the last business day of each month, and
 - Development of initial implementation workplan 30 days after contract signature.

Developing CLRS Functionality and Program Support

- Participating in ongoing workgroups starting October 1, 2025,
- Use of the CLRS for member referrals,
- Community Partners (CP) capacity building,
- CP training and Technical Assistance (TA),
- Supporting functionality rollouts over time,
- Educating Physicians or licensed professionals and providing TA on the CLRS,
- Encourage Physicians, licensed professionals and CPs to use the CLRS platform to refer members and close referrals, and
- Developing CLRS Reporting consistent with HCA requirements.

This LOD will sunset with the incorporation into the Turquoise Care Managed Care Services Agreement or the Medical Assistance Division Managed Care Policy Manual.