




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

### Letter of Direction #13

**Date:** July 17, 2024

**To:** Turquoise Care Managed Care Organizations

**From:** Dana Flannery, Director, Medical Assistance Division 

**Subject:** MCOR License Requirement and Enrollment Period

**Title:** MCOR Guidance Amendment

The purpose of this letter of direction (LOD) is to provide the Turquoise Care Managed Care Organizations (MCO) with the license requirement and approval period for Managed Care Organization Restricted (MCOR) applications. MAD is issuing this LOD to adhere to the Centers for Medicare and Medicaid Services (CMS) guidelines and announce required documentation for out-of-network New Mexico (NM) Medicaid Providers, effective July 1, 2024.

1. MCOs submitting an MCOR application must submit a copy of the provider's current/valid license.
2. A provider enrolled with an MCOR can only bill for one beneficiary for not more than 180 days using the enrolling National Provider Identifier (NPI). If claims for a single beneficiary under one NPI continue beyond 180 days, then the provider must enroll with NM Medicaid.
3. Effective July 1, 2024, MCORs will be approved for 180 days from the enrollment effective date.
  - a. The enrollment effective date is the Date of Service requested on the application; and
  - b. MAD will require any MCOR provider who continues to serve members after 180 days to complete an application for enrollment.

This LOD will sunset when the stated 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.