





HEALTH CARE
AUTHORITY

Michelle Lujan Grisham, Governor
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Letter of Direction #44-2

Date: July 2, 2025

To: Turquoise Care Managed Care Organizations

From: Dana Flannery, Director, Medical Assistance Division 
Nick Boukas, Director, Behavioral Health Services Division 

Subject: Continued Post Public Health Emergency (PHE) Telehealth Allowance

Title: Post PHE Telehealth Allowance

The purpose of this Letter of Direction (LOD) is to provide guidance and directive to the Turquoise Care Managed Care Organizations (MCOs) to extend modification of services and program standards related to the ending of the PHE associated with the 2019 Novel Coronavirus (COVID-19) outbreak, while ensuring the continuation of services is not affected by the end of the PHE. This Turquoise Care LOD reissues guidance previously contained in Centennial Care LOD 98.

Post-PHE telehealth services will be covered as defined in NMAC 8.310.2-Health Care Professional Services. Retroactive to July 1, 2024, telehealth visits including telephone visits will continue to be allowed as they have been during the PHE, including in a member's home. This flexibility ends September 30, 2025 per United States Legislation Bill: 119th CONGRESS 1st SESSION H. R. 1968 ACT [BILLS-119hr1968eh.pdf](#). Behavioral/mental telehealth services can permanently be delivered using audio-only communication platforms. Expiration of telephone allowance has been previously included in Centennial Care LOD #98 and socialized in a Conduent provider communication on 12/19/2024.

This LOD will sunset upon expiration of this flexibility.