





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

Letter of Direction # 5-1

Date: February 26, 2025

To: Turquoise Care Managed Care Organizations

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

Subject: Supervisory Certification Removal

Title: Supervisory Certification Removal

The purpose of this Letter of Direction (LOD) is to provide clarification to the Turquoise Care (TC) Managed Care Organizations (MCOs) regarding changes to supervisory certification and rostering in 8.321.2 NMAC. Effective December 10, 2024, all MCOs are instructed to replace “supervisory certification” with “RLD Clinical Supervisor Designation.” MCOs are expected to maintain all other requirements identified in 4.8.16.9 of the Turquoise Care Contract.

Effective July 1, 2024, HCA instructed TC MCOs that: “All rosters must be updated and submitted to the MCOs at the time of the initial request for supervisory certification, and every time there is a change in supervisors and/or providers.” MCOs shall continue this rostering process under the change from BHSD supervisory certification to RLD Clinical Supervisor Designation.

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.