

DATE: 9/29/25

SUBJECT: Important: Turquoise Claims Roadshow Rescheduled

Hello valued New Mexico Healthcare Providers,

The Health Care Authority is committed to ensuring that the launch of the Turquoise Claims system is seamless, reliable, and beneficial to providers and the New Mexicans you serve.

As part of this commitment, we have decided to **reschedule the upcoming Turquoise Claims Roadshow events** to allow more time for final improvements and testing. This proactive step ensures that when we meet with you, we can demonstrate a system that reflects the high standards of quality and performance that providers expect and deserve.

We are working to make the necessary improvements and **will communicate the new dates for Turquoise Claims demos** as soon as **they are determined**.

Thank you for your continued support, patience, and partnership as we work toward delivering a system that meets your needs.

For updated information and resources, visit the [Turquoise Claims web page](#).

If you have any questions, please email us at HCA-TurquoiseClaims@hca.nm.gov.

Sincerely,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD)