

DATE: 5/30/25

SUBJECT: New Medicaid Claims Management System in Development

Dear New Mexico Health Care Providers,

The New Mexico Health Care Authority (HCA) and the Medical Assistance Division (MAD) are actively working on the development of **Turquoise Claims**, a modernized Medicaid claims management system that will eventually replace the current system and the NM Medicaid Provider Web Portal.

This new system is being designed to ensure compliance with federal requirements and create a single point of entry for claims processing.

When it launches, you will access Turquoise Claims through the [YES.NM.GOV](https://yes.nm.gov) portal, the one-stop place for all provider tools including Provider/PED Enrollment.

As we move closer to launching Turquoise Claims, we will offer flexible training options that fit your busy schedules, and dedicated office hours to answer questions. We will also hold in-person meetings during the Turquoise Claims roadshow, coming to a location near you.

We'll make sure you have plenty of time to prepare before any changes go into effect.

Please watch your email for regular updates.

We'd love to hear from you! Please complete our quick survey: [Provider Survey](#)

Regards,

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

WHAT YOU SHOULD KNOW

- **Turquoise Claims Roadshow:** In-person meetings **closer to go-live**
- **Official Launch:** We will keep you informed with plenty of time to prepare