

DATE: 6/30/25

SUBJECT: Say Goodbye to the Medicaid Web Portal and Hello to The New Turquoise Claims System

Hello valued New Mexico Health Care Providers,

We're thrilled to share some exciting news! The New Mexico Health Care Authority (HCA) and the Medical Assistance Division (MAD) will be launching **Turquoise Claims**, a new Medicaid claims management system.

Turquoise Claims will replace the current Medicaid claims management system (Omnicaid) and the NM Medicaid Provider Web Portal. You will find Turquoise Claims on the [YES.NM.GOV](https://www.yes.nm.gov) website and you will log in just like you do today to access the Provider/PED Enrollment system.

YES.NM.GOV will be your one-stop place for all your provider needs.

One Piece of the Modernization Pie

Turquoise Claims is just one piece of a large project to update every aspect of the New Mexico Medicaid enterprise system. This module will streamline management and oversight of all claims processing, improve efficiency, and increase accuracy of billing and payments to comply with federal guidelines.

What's New and What's Not

While the way you submit claims won't change too much, Turquoise Claims adds new features, including:

- **Custom templates** for routine services, managed by your organization, to match your billing needs.
- A **user-friendly portal** with user security levels for inquiries and claims submissions by employees within an organization.
- **Real-time claim status** inquiry and member eligibility inquiry to ensure easy access to the latest information.

Over the coming months, we'll share more information about the new Turquoise Claims process for Fee-for-Service (FFS) and Managed Care Organization (MCO) providers.

We'll also ask providers to help us test the new system. Your feedback will be critical to building the best possible system and launching it seamlessly.

More details about Turquoise Claims, the transition timeline, training opportunities, and a coming roadshow will be shared soon. We're committed to keeping you informed every step of the way.

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)