



TURQUOISE CLAIMS
PROVIDER OVERVIEW PRESENTATION

INVESTING FOR TOMORROW, DELIVERING TODAY.

READY. SET. BILL!



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TURQUOISE CLAIMS TEAM INTRODUCTIONS

- HCA Team:
 - Medical Assistance Division (MAD)

- Financial Services (FS) Module Team:
 - Conduent (CMdS)



AGENDA

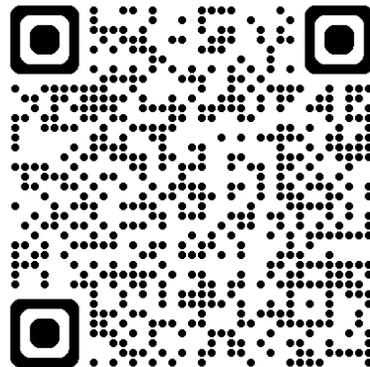
- Overview
- Timeline to Launch
- Moving Away From Paper Claims
- Managed Care Providers
- How to Prepare for Launch
- Turquoise Claims Web Page



OVERVIEW

HCA and MAD will launch **Turquoise Claims**, the Medicaid claims management system on **March 23rd**.

- The new Turquoise Claims system will comply with federal requirements.
- Providers will only need to sign in one time through the [YES.NM.GOV](https://www.yes.nm.gov) website, the one-stop shop for all provider tools, to access the Provider/PED Enrollment system, learning management system (LMS), and Turquoise Claims.
- After launch, the NM Medicaid Provider Web Portal will no longer be accessible.
- If you don't already have a YES.NM.GOV account you will be required to create one. Use the QR code below for instructions on how to create a new account: [YesNM-Account-Creation-Instructions](#)



OVERVIEW

WHAT'S NEW?

Turquoise Claims adds new features, including:

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

WHAT TO EXPECT?

The transition is designed to be smooth with only minimal impact. Here's what you can expect:

Fee-for-service claims submissions:

Electronic => Submit them directly through the YES.NM.GOV website.

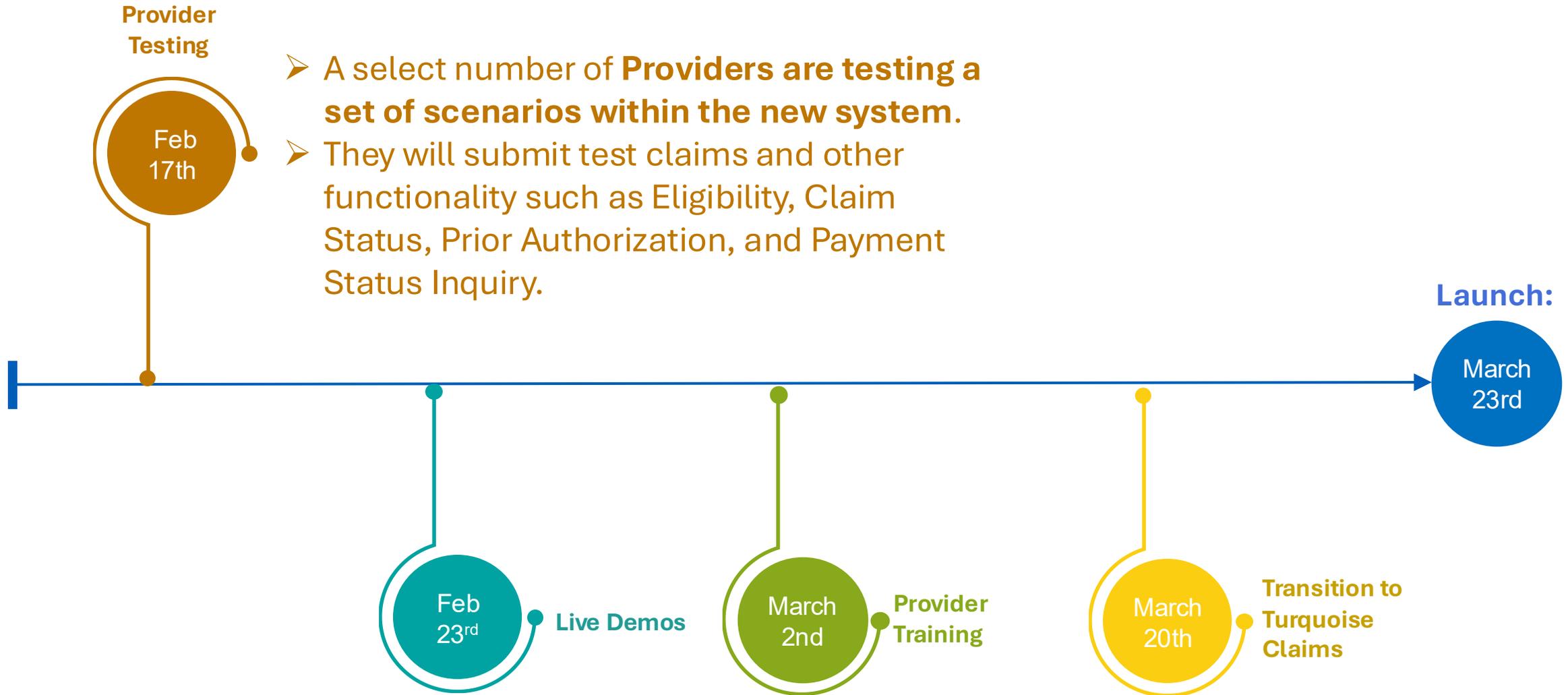
Paper => These will go to a new mailing address, which we'll share before launch so you're fully prepared.

Electronic Data Interchange (EDI) => No process change! You'll continue submitting them through your clearinghouse just like today.



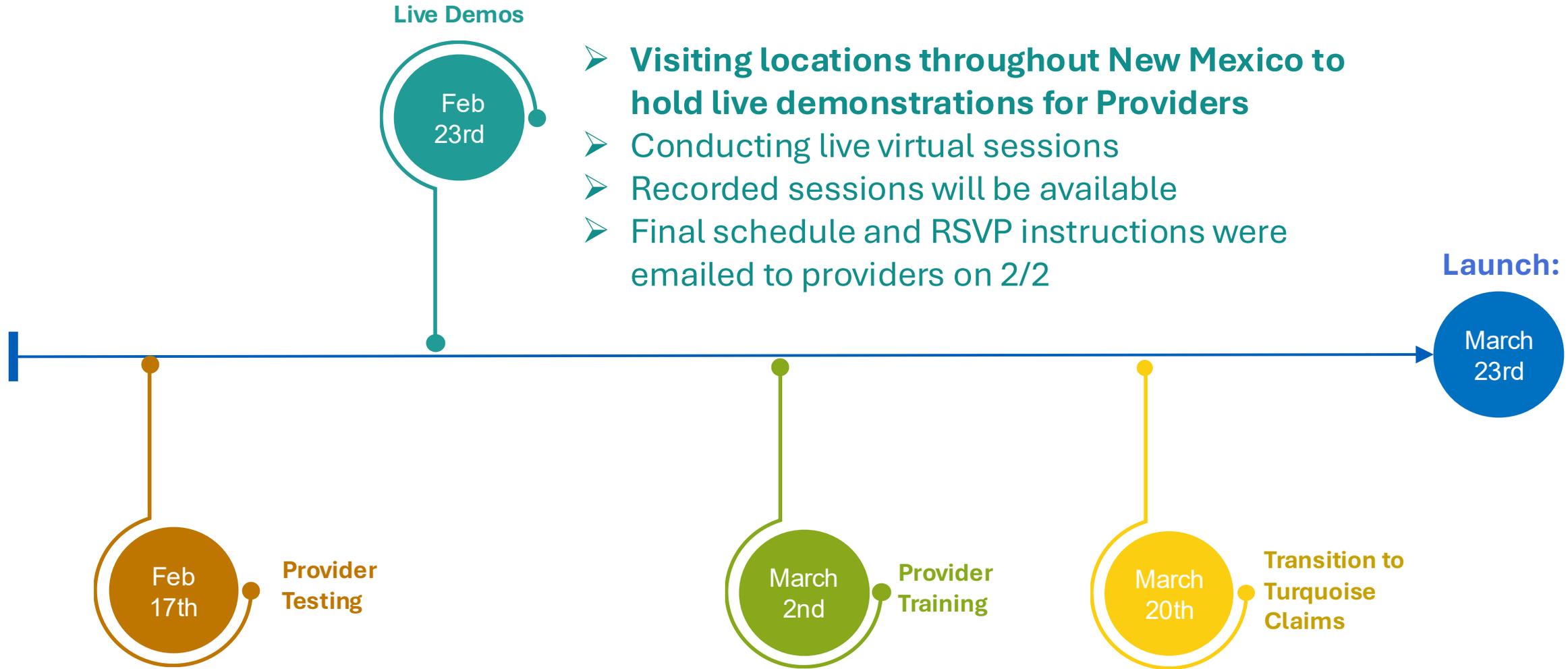
TIMELINE TO LAUNCH

Milestones to ensure a smooth transition to **Turquoise Claims**:



TIMELINE TO LAUNCH

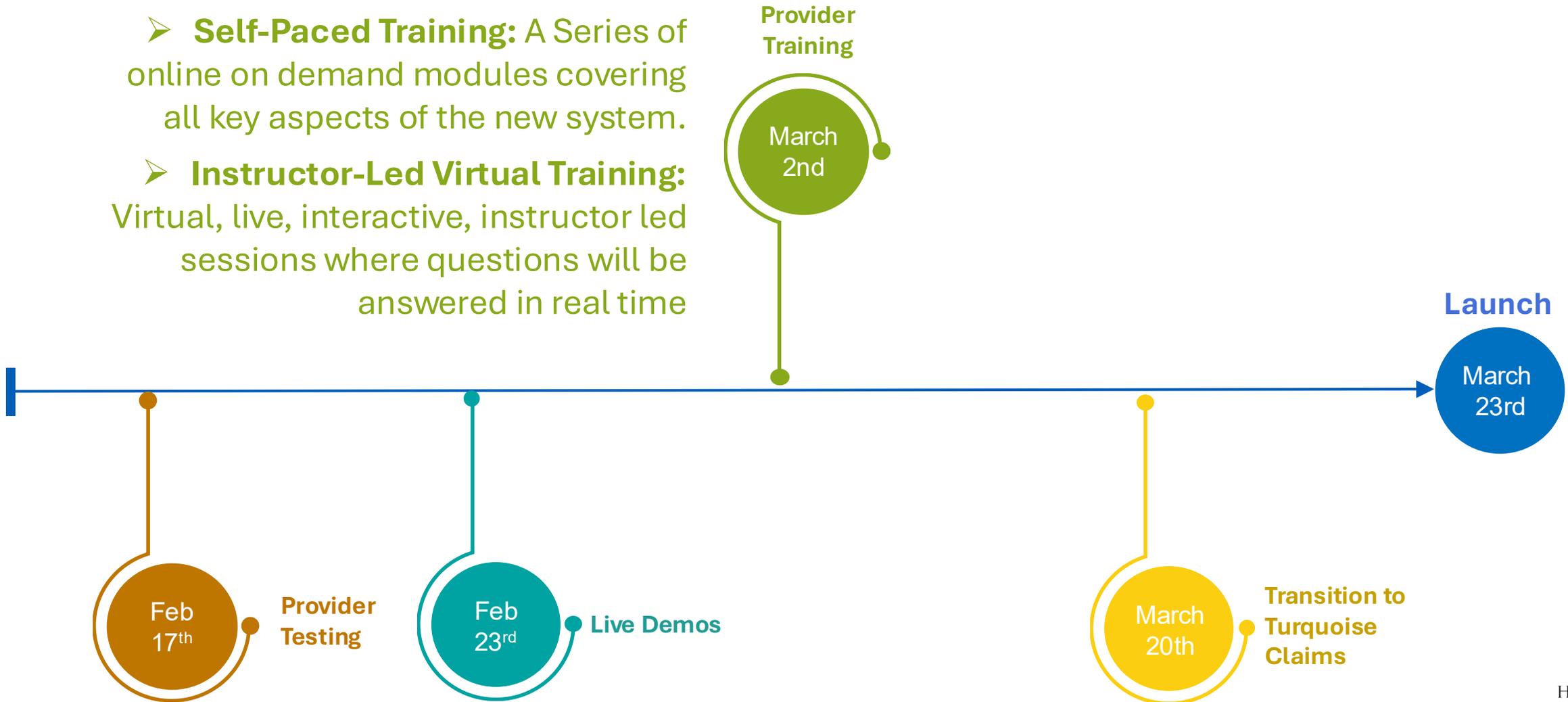
Milestones to ensure a smooth transition to **Turquoise Claims**:



TIMELINE TO LAUNCH

Milestones to ensure a smooth transition to **Turquoise Claims**:

- **Self-Paced Training:** A Series of online on demand modules covering all key aspects of the new system.
- **Instructor-Led Virtual Training:** Virtual, live, interactive, instructor led sessions where questions will be answered in real time



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TIMELINE TO LAUNCH

Milestones to ensure a smooth transition to **Turquoise Claims**:

- Claims will be submitted as normal, except for approximately **72 hours of downtime** during the transition to Turquoise Claims. During this time the NM Medicaid Claims Portal will be **Inquiry Mode** only.
- Providers will be able to check on the status of claims or view eligibility for a member/patient, but the ability to submit claims will be suspended.
- There will be **no interruption to the claims' payment schedule** and **no changes to how funding is received**.

Transition to
Turquoise
Claims



Launch:

March
23rd



Provider
Testing



Live Demos



Provider
Training

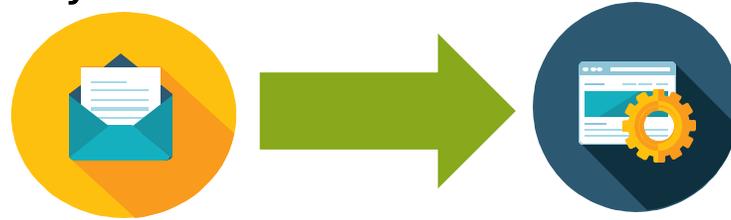


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MOVING AWAY FROM PAPER CLAIMS

Here are some benefits about why right now is the time to switch from submitting paper claims to electronic claims, using our new system



Efficient & Speedy: Electronic submissions are processed faster than paper claims, reducing wait times for payments, and automating time-consuming manual tasks using features like custom templates.

Cost-effective & Accurate: Reduces administrative costs like paper, printing, and postage. Our electronic system includes verification steps to reduce errors, resulting in fewer rejected claims.

Enhanced Security: Electronic claims are transmitted through secure channels, protecting sensitive patient information which helps ensure compliance with HIPAA and other legal standards for data privacy.

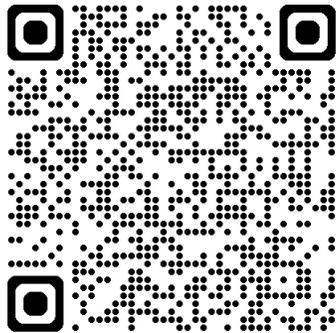
Improved Tracking & Reporting: Providers get real-time updates on claim status, allowing for better tracking, for easily generating reports, and analytics for business insights.

Environmental Impact: Contributes to sustainability by minimizing paper consumption and aligns with eco-friendly business practices.



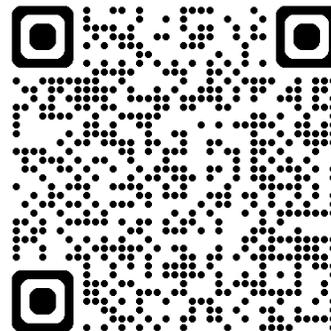
MANAGED CARE PROVIDERS

- ✓ There are no process changes to managed care claim submissions through your Managed Care Organization's portal or for paper claims submissions.
- ✓ Electronic Data Interchange (EDI) files will continue to be submitted via clearinghouses, just as they are today. However, they will now route through the Turquoise Claims system before reaching the MCOs, allowing for enhanced checks and balances.
- ✓ Some MCO Payer ID codes will be changing, these new payer ID codes can be found in our FAQ sheet here: [Turquoise-Claims-Frequently-Asked-Questions](#)



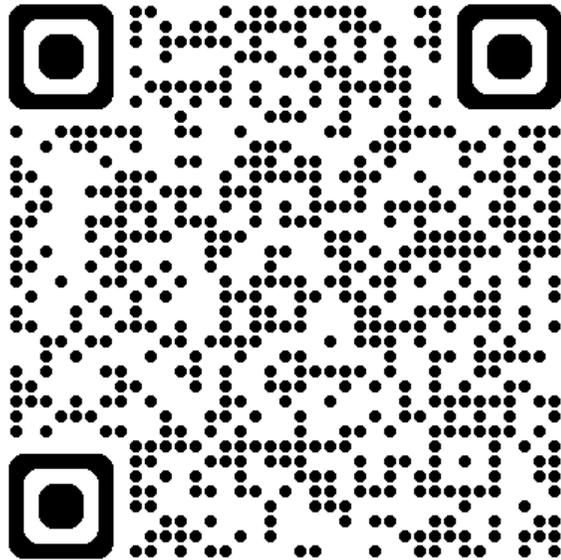
HOW TO PREPARE FOR LAUNCH

- Before launch, you must download your final **Remittance Advice** from the Provider Web Portal by March 23.
 - Prior Authorization providers must also download their final **PA Reports** prior to the cutover.
- To ensure you're ready for launch, please create your YES.NM.GOV account in advance: [YesNM-Account-Creation-Instructions.pdf](#)



TURQUOISE CLAIMS WEB PAGE

The Turquoise Claims web page is accessible on the HCA website: <https://www.hca.nm.gov/turquoise-claims/>, which will help you stay current on the most up-to-date information that has been released regarding the new system.



Providers Overview	Turquoise Claims
Communications to Providers	Say Hello to the Turquoise Claims System
Turquoise Claims	Turquoise Claims launches on March 23, 2026! Sign up for Training Today!
Provider & PED Enrollment System	To help you prepare, we're offering both live, instructor-led training sessions and self-paced, computer-based training. For more information and sign-up instructions, click here: Turquoise Claims Launches March 23 – Sign Up for Training Today!
Critical Incident Reporting	
Fee for Service	The New Mexico Health Care Authority (HCA) and Medical Assistance Division (MAD) will be launching Turquoise Claims , a new Medicaid claims management system which will go-live on March 23, 2026.
Pharmacy	
Manuals and Guides	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 website and log in just like you do today to access the Provider/PED Enrollment system.
New Mexico Administrative Code Program Rules and Billing	
Native Americans	YES.NM.GOV will be your one-stop shop for all your provider needs.
Presumptive Eligibility Determiners	One Piece of a Larger Project to Update Medicaid Systems
Sites of Interest	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 our ability to manage and oversee all claims processing, improve efficiency, and increase accuracy of billing and payments to comply with federal guidelines.
ABA (Applied Behavior Analysis) Provider Information	

