



## Turquoise Claims Frequently Asked Questions (FAQs)

### General Information

**1. What is Turquoise Claims?**

Turquoise Claims is New Mexico Medicaid's new Medicaid claims management system that will eventually replace the current Medicaid claims management system (Omnicaid) and the NM Medicaid Provider Web Portal.

**2. Where will I access Turquoise Claims?**

You'll access Turquoise Claims through [YES.NM.GOV](https://YES.NM.GOV). With just one login, you'll be able to access Turquoise Claims, the Provider/PED Enrollment system, and the Learning Management System (LMS). This portal will serve as a one-stop location for all your provider tools.

**3. Why is a new claims management system needed?**

Turquoise Claims is part of a broader effort to update all the pieces of the New Mexico Medicaid system. It will improve efficiency, accuracy in billing and payments, and ensure compliance with federal regulations.

**4. What new features will Turquoise Claims offer?**

Key new features include:

- Custom billing templates for routine services managed by your organization
- A user-friendly portal with configurable user security levels
- Real-time claim status and member eligibility inquiries

**5. When will the new system go live?**

We are making final improvements and conducting user testing in order to meet the high standards of quality and performance that providers expect and deserve. While the launch date has not been determined, we will continue to send email updates as more information is available.

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### Training

**1. Will training be available for providers?**

Yes. We will offer two flexible training options:

- Self-Paced Training: Complete online modules at your own pace, covering all major functions of the new system.

- Instructor-Led Virtual Training: Participate in live, instructor-led sessions featuring real-time walkthroughs with Q&A

## **2. What topics will the training cover?**

Whether you choose self-paced or instructor-led training, you'll learn:

- How to log in and navigate the new system
- Step-by-step instructions for submitting claims
- How to use workflow tools and features efficiently
- Troubleshooting tips and where to get help

## **3. Is training required?**

While not mandatory, we strongly recommend that all providers and staff complete training to ensure a smooth transition to the new system.

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### **Claims Submission**

#### **1. Will the way I submit claims directly to the State change (Fee-For-Service/FFS)?**

Yes and no:

- Portal Submissions: The process will be similar, but instead of submitting claims through the Medicaid Provider Web Portal, you'll submit them in the new Turquoise Claims system at YES.NM.GOV.
- Electronic Data Interchange (EDI): If you submit a file through a clearing house nothing will change.

#### **2. Are paper claims submissions changing?**

The process won't change, but for FFS claims they must be sent to a new P.O. Box and cannot be dropped off. *We'll provide details as we get closer to launch and as part of your training.*

#### **3. Can multiple claims be submitted through the Turquoise Claims Portal at the same time?**

No, only single claims can be submitted through the portal. However, the following features will make it easier for you:

- You can generate a new claim using details from a previously processed claim. This saves time by reusing existing data while allowing necessary updates.
- You can submit a claim using a pre-built template tailored for recurring or standardized claims. Templates streamline the process by pre-filling commonly used information.

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### **Managed Care Claims Submission**

#### **1. Are MCO portal submissions changing?**

There are no process changes to claims submitted directly through a Managed Care Organization's (MCO's) portal. Any other changes will be communicated directly from the MCOs.

**2. Are there new requirements for MCO Electronic Data Interchange (EDI) submissions?**

Yes, some **Payer ID code(s)** are changing, as shown below. Please contact your MCO for details regarding Payer ID changes.

MCO	Old Payer ID	New Payer ID
BCBS	MC721	MC721
Molina	09824	MLNNM
United	87726	87748
PHP	<u>ClaimMD</u> – PRESB	NMPHP
	<u>Availity</u> – PRESA	
	<u>Change Healthcare</u> – 05003	
	<u>Nthrive</u> – Z0077	

**3. What is staying the same for MCO EDI submissions?**

- Clearinghouse submission process remains unchanged.
- You'll continue receiving status notifications via your clearinghouse.
- MCOs will adjudicate claims as they currently do.

**4. For managed care claims, what happens once the MCO confirms receipt of my EDI file?**

Once the MCO confirms receipt, you should resume working directly with the MCO for any claim-related issues—just like you do today.

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**Transition**

**1. Will there be any disruption to payments?**

No. There will be no interruption in claims payments.

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**Communication**

**1. Where can I go for more information or questions?**

Watch your email inbox or go to the [Turquoise Claims page on the HCA website](#) to see all prior emails to providers. For questions, email [HCA-TurquoiseClaims@hca.nm.gov](mailto:HCA-TurquoiseClaims@hca.nm.gov).