

DATE: 2/26/26

SUBJECT: Turquoise Claims: *Important Transition Information*

Hello valued New Mexico Healthcare Providers,

We're pleased to announce that **Turquoise Claims** will go live on **Monday, March 23, 2026**.

Beginning March 23, New Mexico Medicaid providers will use Turquoise Claims—our new claims management system—in place of the current system (OmniCaid) and the NM Medicaid Provider Web Portal.

Our priority is to make this transition as smooth as possible. Below is important information about what to expect.

Who is impacted?

- **Providers who submit claims directly to the State** will begin submitting fee-for-service claims through Turquoise Claims on **March 23 at 7:00 p.m.**
- **Providers who submit paper claims** must begin mailing claims to a new P.O. Box on March 23. We'll share the address closer to launch.
- **Providers who submit EDI claims** will continue using clearinghouses as they do today.
- **Managed Care Providers** who submit EDI claims will have changes to some Payer IDs; find more information in the Managed Care Claims Submission section of the [Turquoise Claims Frequently Asked Questions](#).

What is impacted?

Claims System Downtime: To cut over to the new system, claims submissions will be paused for 72 hours beginning **Friday, March 20 at 5:00 p.m.** Claims submissions will resume on Monday, March 23 at 7:00 p.m. via Turquoise Claims at YES.NM.GOV.

AVRS Downtime: The Automated Voice Response System (AVRS) will be unavailable from **Thursday, March 19 at 5:00 p.m.** until **Monday, March 23 at 7:00 p.m.** During that time, CCSC Provider Line agents will be available during business hours (7:00 a.m. – 5:00 p.m. MT) to assist with status and eligibility inquiries at (800) 820-6901.

Status and Eligibility Inquiries: During system downtime, the [Medicaid Provider Web Portal](#) will remain available in **Inquiry Mode only**. Providers may check claim status, verify member eligibility, and download remittance advice documents (RAs) and reports. Eligibility information will be current as of March 19, 2026.

Claims Payments: Claims payments will not be interrupted, and the claims payment schedule remains unchanged. Remittance advice documents and electronic funds transfers (EFTs) will continue to be delivered as they are today.

When will it happen?

- **Thursday, March 19 at 5:00 p.m. MT:** Automated Voice Response System (AVRS) suspended
- **Friday, March 20 at 5:00 p.m. MT:** The current claims system (OmniCaid), taken offline; claims no longer accepted
- **Monday, March 23 at 7:00 p.m. MT:** Begin submitting claims in Turquoise Claims at YES.NM.GOV.
- **Monday, March 23 at 7:00 p.m. MT:** AVRS back online.

How do I prepare?

Before launch, you must download your final **Remittance Advice** documents (RAs) from the [Medicaid Provider Web Portal](#) by March 23. Prior authorization providers must also download their final **Prior Authorization Reports** prior to the cutover.

To ensure you're ready for launch, please create your YES.NM.GOV account in advance, if you haven't already. Step-by-step instructions are available here: [YesNM Account Creation Instructions](#)

Additional instructions on how to access Turquoise Claims will be sent at the time of launch.

Don't Forget!

- Join us for a **preview** of the new Turquoise Claims system! [RSVP for a Live Demo](#)
- Sign up for **training** today! For more info: [Turquoise Claims Training](#)

We're committed to keeping you informed. You can always find the latest updates, past communications, and FAQs on [the Turquoise Claims web page](#).

Regards,

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