

# Turquoise Claims System

## Claims Introduction and Navigation

### Participant User Guide

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## 1 Introduction

The Turquoise Claims System is the New Mexico Health Care Authority’s secure, web-based Medicaid claims management system. It enables Medicaid providers to submit claims, verify member eligibility, check claim status, review authorization requests, and access payment information.

The portal has a user-friendly interface with an accordion menu, which allows large amounts of content to be displayed in a small, organized space. The accordion menu features clickable headers that expand or collapse to show or hide content.

Registration assistance and Administration set-up instructions can be found in the ***Login and Account Set-Up Participant User Guide***.

## 2 Turquoise Claims Provider Home Page

The **Provider Home Page** is the first page a user sees after logging in to the Turquoise Claims system.



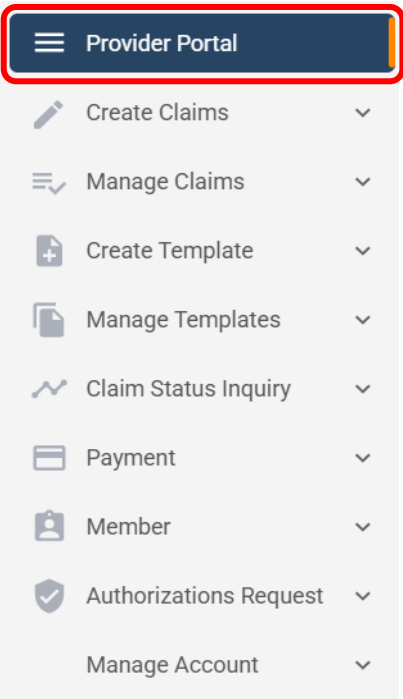
The Provider Home Page contains these features:

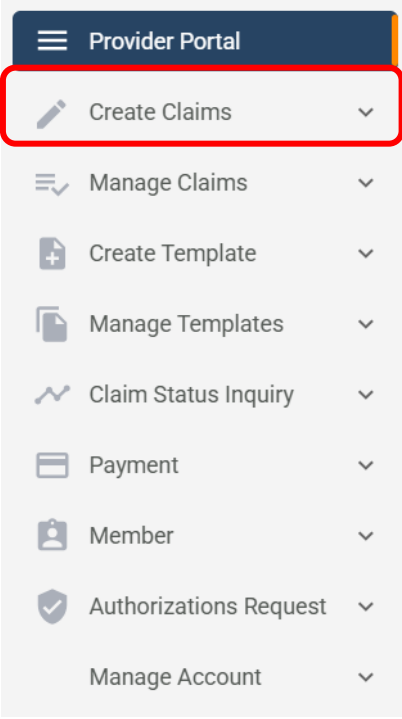
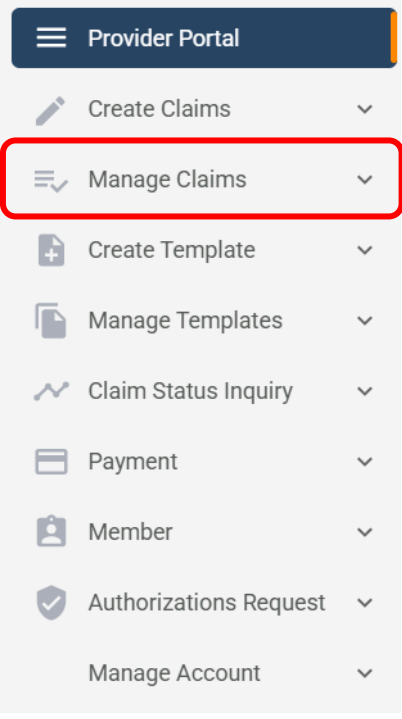
- Menu Bar
- Quick Links
- News
- Print
- Help

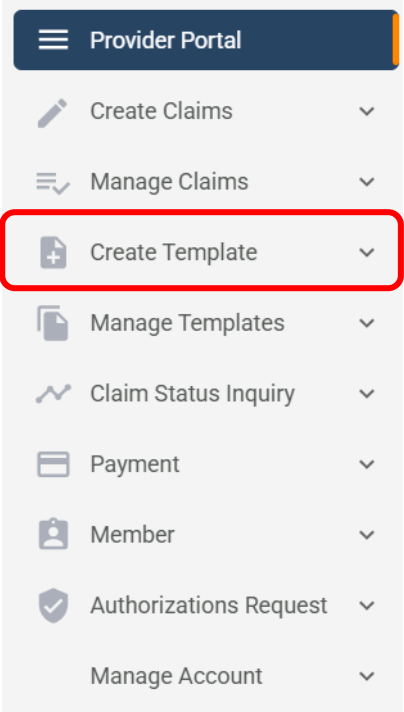
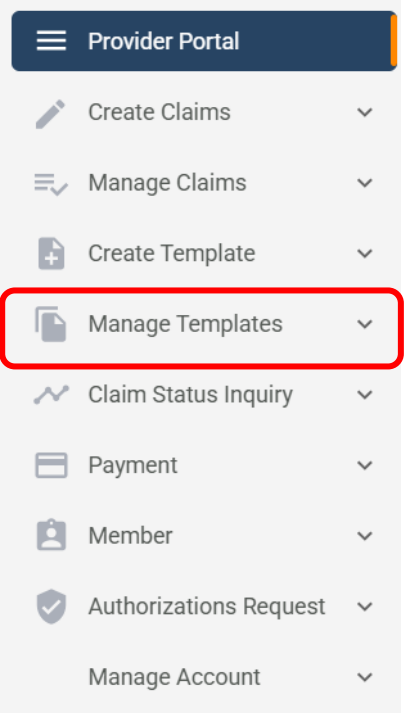
### 2.1 Menu Bar

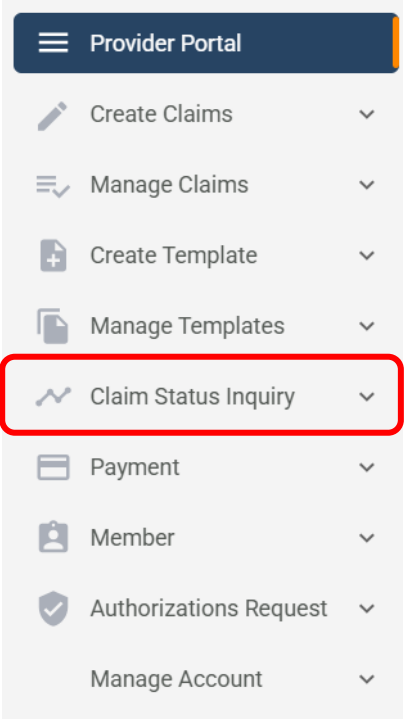
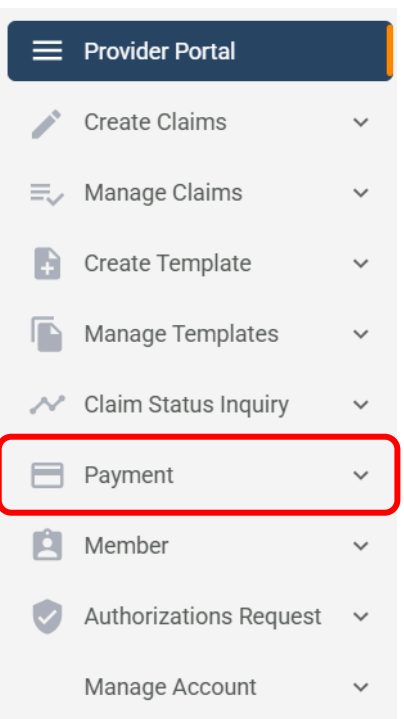
The Menu bar is located on the left side of the screen on every page of the Turquoise Claims system. It may contain one or more items, depending on your role and privileges within the Turquoise Claims system. Some menu items have sub-menus.

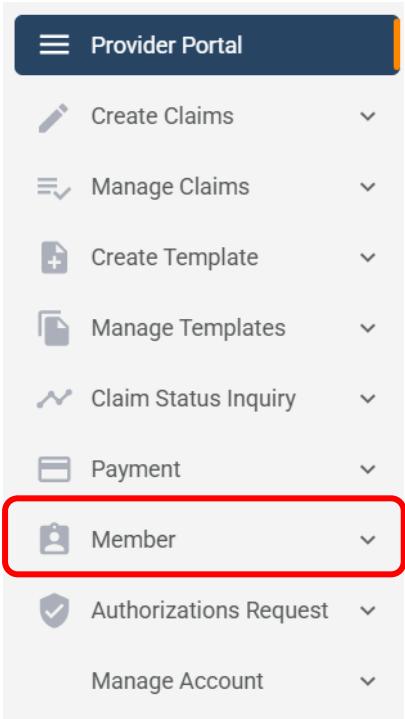
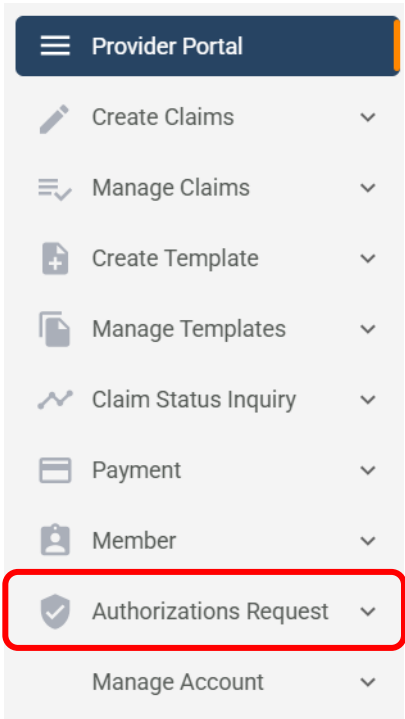
The menu items include:

Screenshot	Description
 <p>The screenshot shows a vertical menu bar with the following items: 'Provider Portal' (highlighted with a red box), 'Create Claims', 'Manage Claims', 'Create Template', 'Manage Templates', 'Claim Status Inquiry', 'Payment', 'Member', 'Authorizations Request', and 'Manage Account'. Each item has a small icon to its left and a downward arrow to its right.</p>	<p><b>Home</b> – To return to the home page from any menu section, select the <b>Provider Portal</b> icon located at the very top of the menu.</p>

Screenshot	Description
 <p>The screenshot shows a vertical menu titled "Provider Portal". The menu items are: "Create Claims" (highlighted with a red box), "Manage Claims", "Create Template", "Manage Templates", "Claim Status Inquiry", "Payment", "Member", "Authorizations Request", and "Manage Account". Each item has a small icon and a downward arrow.</p>	<p><b>Create Claims</b> – This function is used to create, save, submit, and resubmit professional, institutional, and dental claims.</p>
 <p>The screenshot shows the same "Provider Portal" menu. In this view, the "Manage Claims" item is highlighted with a red box. The other items remain the same: "Create Claims", "Create Template", "Manage Templates", "Claim Status Inquiry", "Payment", "Member", "Authorizations Request", and "Manage Account".</p>	<p><b>Manage Claims</b> – This function is used to edit or delete any saved claim; however, you cannot edit or delete a claim once it is submitted. After you have submitted a claim, you can view it at any time to check its status.</p>

Screenshot	Description
 <p>The screenshot shows a vertical menu titled 'Provider Portal'. The menu items are: Create Claims, Manage Claims, Create Template (highlighted with a red box), Manage Templates, Claim Status Inquiry, Payment, Member, Authorizations Request, and Manage Account. Each item has a small icon and a downward arrow.</p>	<p><b>Create Template</b> – This function is used to create claim templates for professional, institutional, or dental claims that can be used to quickly create new claims in the future. Claim templates provide the capability of using pre-entered information for a new transaction.</p>
 <p>The screenshot shows the same 'Provider Portal' menu as above. In this version, the 'Manage Templates' item is highlighted with a red box.</p>	<p><b>Manage Template</b> – This function is used to search for a template to view, edit, copy, or delete it.</p>

Screenshot	Description
 <p>The screenshot shows a vertical menu titled "Provider Portal" with the following items: "Create Claims", "Manage Claims", "Create Template", "Manage Templates", "Claim Status Inquiry" (highlighted with a red box), "Payment", "Member", "Authorizations Request", and "Manage Account". Each item has a small icon and a downward arrow.</p>	<p><b>Claim Status Inquiry</b> – This function is used to check the status of any claim submitted for adjudication, including claim payment dates and reimbursement amounts.</p>
 <p>The screenshot shows the same "Provider Portal" menu as above, but with "Payment" highlighted in a red box instead of "Claim Status Inquiry".</p>	<p><b>Payment</b> – This function is used to review information on provider payments and view the Remittance Advice (RA).</p>

Screenshot	Description
 <p>The screenshot shows a vertical menu titled "Provider Portal" with the following items: Create Claims, Manage Claims, Create Template, Manage Templates, Claim Status Inquiry, Payment, Member (highlighted with a red box), Authorizations Request, and Manage Account. Each item has a small icon and a downward arrow.</p>	<p><b>Member</b> – This function is used to view a member’s eligibility.</p>
 <p>The screenshot shows the same "Provider Portal" menu as above, but with "Authorizations Request" highlighted in a red box instead of "Member".</p>	<p><b>Authorizations Request</b> – This function is used to view submitted Service Authorization records.</p>

**To Access a Menu Item**

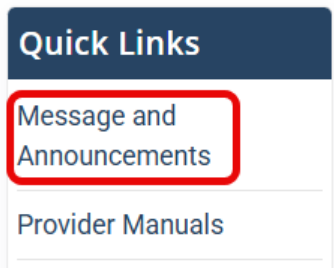
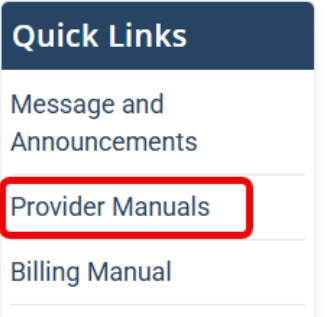
On the menu bar, select the menu item, and then select the sub-menu item.

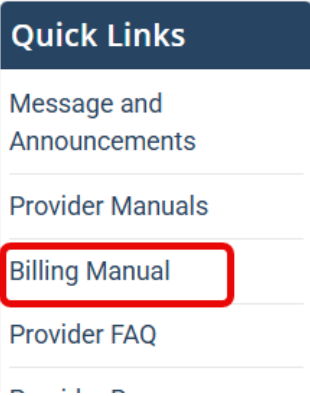
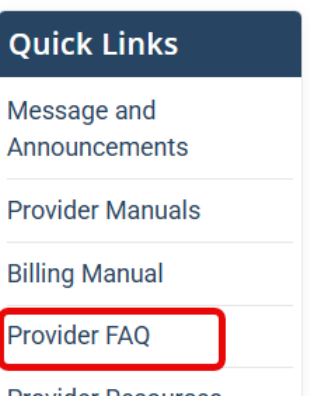
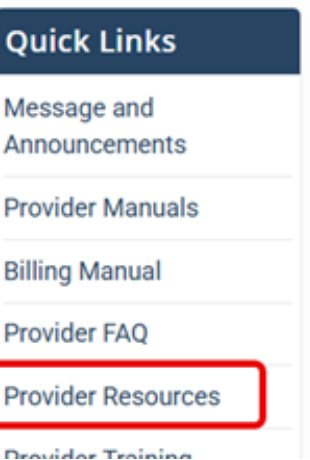
Example: On the **Member** menu, click **Member**, and then select **Check Eligibility**.

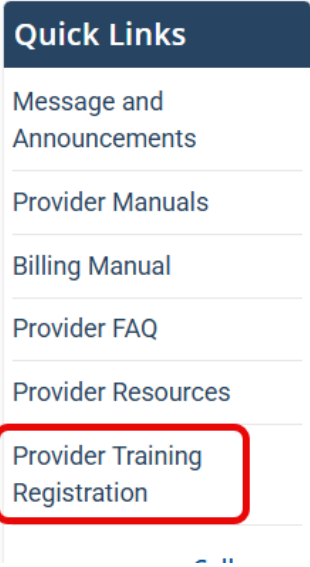
2.2 Quick Links

The Quick Links section is located on the right side of the screen on the Home page of the Turquoise Claims system. This section includes links to important resources related to claims processing and the Turquoise Claims system. You must have Adobe Acrobat Reader to download any files.

The Quick Link items include:

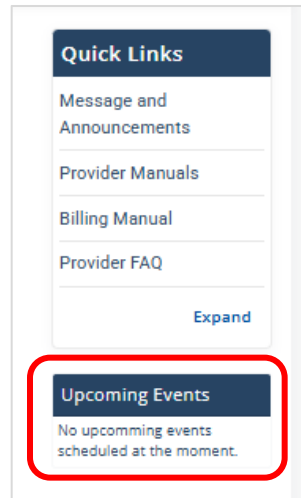
Screenshot	Description
	<p><b>Message and Announcements</b> – This page provides a list of messages or announcements that have been created.</p>
	<p><b>Provider Manuals</b> – This page allows users to view, print, or download provider manuals. Users must have Adobe Reader installed on their computers to complete these functions.</p>

Screenshot	Description
 <p>The screenshot shows a 'Quick Links' sidebar menu. The items listed are: Message and Announcements, Provider Manuals, Billing Manual (highlighted with a red box), and Provider FAQ.</p>	<p><b>Billing Manual</b> – This page allows users to view, print, or download the claims billing manuals. Users must have Adobe Reader installed on their computers to complete these functions.</p>
 <p>The screenshot shows a 'Quick Links' sidebar menu. The items listed are: Message and Announcements, Provider Manuals, Billing Manual, and Provider FAQ (highlighted with a red box).</p>	<p><b>Provider FAQ</b> – This page provides users with answers to common questions asked about the Turquoise Claims system.</p>
 <p>The screenshot shows a 'Quick Links' sidebar menu. The items listed are: Message and Announcements, Provider Manuals, Billing Manual, Provider FAQ, and Provider Resources (highlighted with a red box).</p>	<p><b>Provider Resources</b> – The Provider Resources page contains links to access billing manuals, provider manuals, training materials, and enrollment resources.</p>

Screenshot	Description
 <p>The screenshot shows a vertical list of quick links. The items are: Message and Announcements, Provider Manuals, Billing Manual, Provider FAQ, Provider Resources, and Provider Training Registration. The 'Provider Training Registration' link is highlighted with a red rectangular box.</p>	<p><b>Provider Training Registration</b> – This page allows users to view a list of available Turquoise Claims system training courses and register to attend those courses.</p>

### 2.3 Upcoming Events

The Upcoming Events section is located on the right side of the screen below the Quick Links section. It contains important information for system users.



### 2.4 Print Icon

The Print icon is located on the top right side of the screen on every page of the Turquoise Claims system. Selecting the Print icon will generate a screenshot of the current system screen.



### 2.5 Obtaining Help

The Online Help can be accessed by clicking the question mark icon located at the top-right corner of the screen.

