

DATE: 2/19/26

SUBJECT: Turquoise Claims Launches March 23 – Sign Up for Training Today!

Hello valued New Mexico Healthcare Providers,

We have exciting news! **Turquoise Claims**—New Mexico’s new Medicaid claims management system—**will launch on Monday, March 23, 2026**, at [YES.NM.GOV](https://www.yes.nm.gov).

To get ready, attend training starting Monday, March 2. You have **two flexible training options**:

### **1. Instructor-Led Virtual Training**

Join a live, interactive session with an instructor who will guide you through the platform and answer your questions in real time.

### **2. Self-Paced Training**

Learn online, anytime, at your own pace in a series of modules covering all key aspects of Turquoise Claims.

#### **What You Will Learn:**

- How to access and navigate the new system
- Step-by-step directions to file claims
- Turquoise Claims tools and features to streamline your workflow
- Troubleshooting tips and available support resources

**Participant User Guides** will also be available, covering key topics such as claim submission, creating templates, submitting voids or replacements, and conducting status inquiries.

#### **Sign up for Training Today!**

To sign up for training, log in to your [YES.NM.GOV](https://www.yes.nm.gov) account, then select the Learning Management System (LMS) link. **Please note:** If you have not created an account, follow these step-by-step instructions: [Accessing the Learning Management System \(LMS\)](#).

#### **To register for Self-Paced Training:**

1. Log into LMS
2. Select the Library on the left-hand side of the screen
3. Select “Turquoise Claims System”
4. Select desired topic:
  - Introduction and Navigation
  - Professional
  - Institutional
  - Dental
5. Select desired course within the selected topic

6. Begin training

**To register for Instructor-Led Virtual Training: (dates/times vary)**

1. Log into LMS
2. Select the Library on the left-hand side of the screen
3. Select “Turquoise Claims System”
4. Select desired topic:
  - Introduction and Navigation
  - Professional
  - Institutional
  - Dental
5. Select the desired Instructor-Led Training
6. Review and register for the desired Instructor-Led Training

For more information on how to navigate in LMS see this user guide : [LMS-Participant-User-Guide.](#)

**Questions?** Call the Consolidated Customer Service Center’s Provider Line: 800-299-7304

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)