



Technical Support

Logging In to Turquoise Claims through YES.NM.GOV

Step 1

When the provider clicks the “Continue to Turquoise Claims” link, they are redirected to the login page.

Turquoise Claims

Turquoise Claims is a self-service portal for providers to submit claims, check eligibility, check service authorization status for Medicaid services, and download/view Remittance Advice payment information. The portal allows the provider to assign access and roles for specific users within their practice or organization. Providers have the ability to save claim templates and build a member roster for routine services. The portal will provide a real-time adjudication response after claims are submitted in the portal.

[Continue To Turquoise Claims](#) →

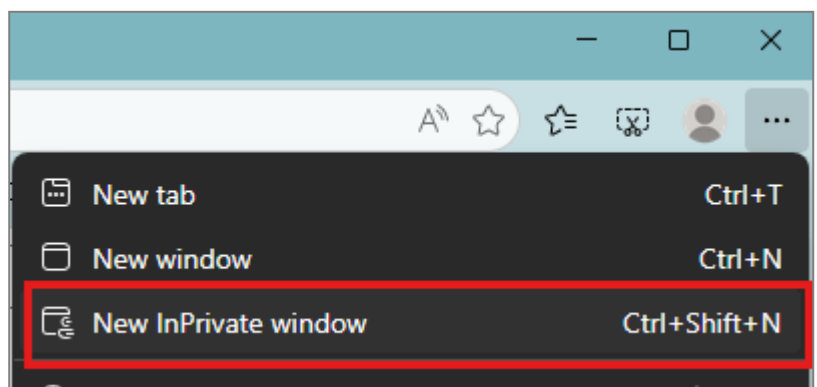
Step 2

The login page is displayed.



Step 3

In the **Edge browser**, click the three-dot menu (:) in the top-right corner. Select “New InPrivate Window.” A new window will open with the incognito icon (🕵️) in the top corner.




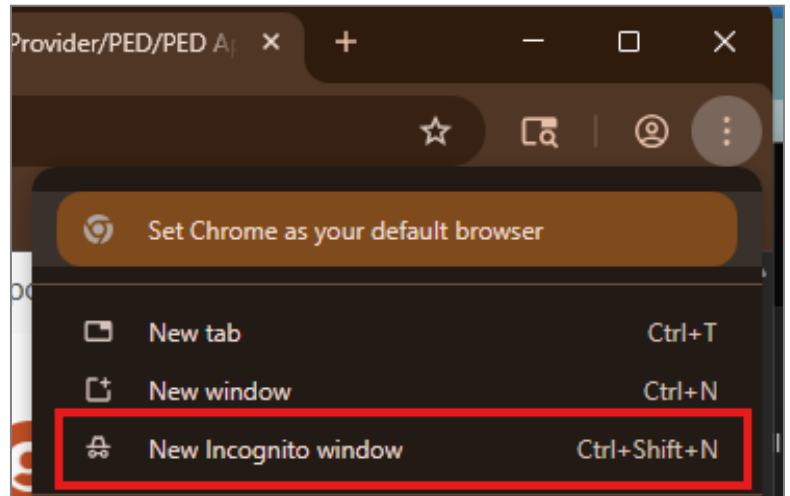


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Step 3

In the **Chrome browser**, click the three-dot menu in the top-right corner. Select ‘New Incognito Window.’ A new window will open with the incognito icon () in the top corner.



Step 4

Then proceed to log in to the YES NM GOV webpage (https://yes.nm.gov/nmhr/s/yesnm-home-page?language=en_US) and click the “Continue to Turquoise Claims” link.

You will be redirected to the Organization Selection page in the Provider Claims Portal.

If you see this popup, click the X in the top-right corner. **Do not click** the hyperlink.

