

Turquoise Claims System

Login and Account Set-Up

Participant User Guide

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1 Introduction

Turquoise Claims 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.

This user manual is intended to explain the login procedures for the Turquoise Claims system and assist Organizational Administrators on how to set up organizations and assign user roles. Please refer to the other Turquoise Claims user manuals for claim processing and other functions.

The preferred browser for the Turquoise Claims system is Chrome (Edge, Firefox, and Safari work as well).

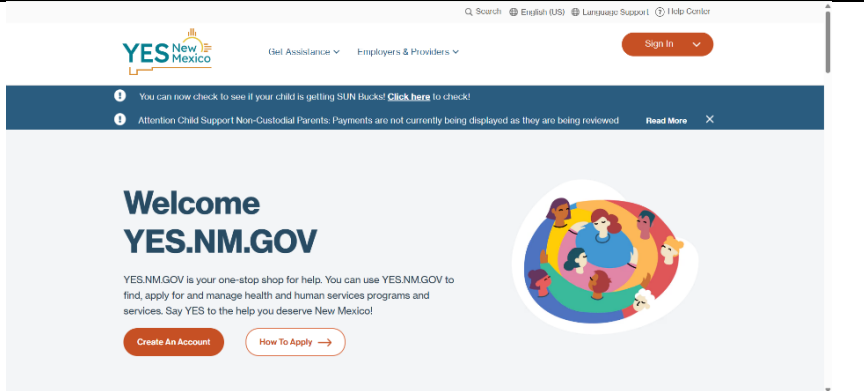
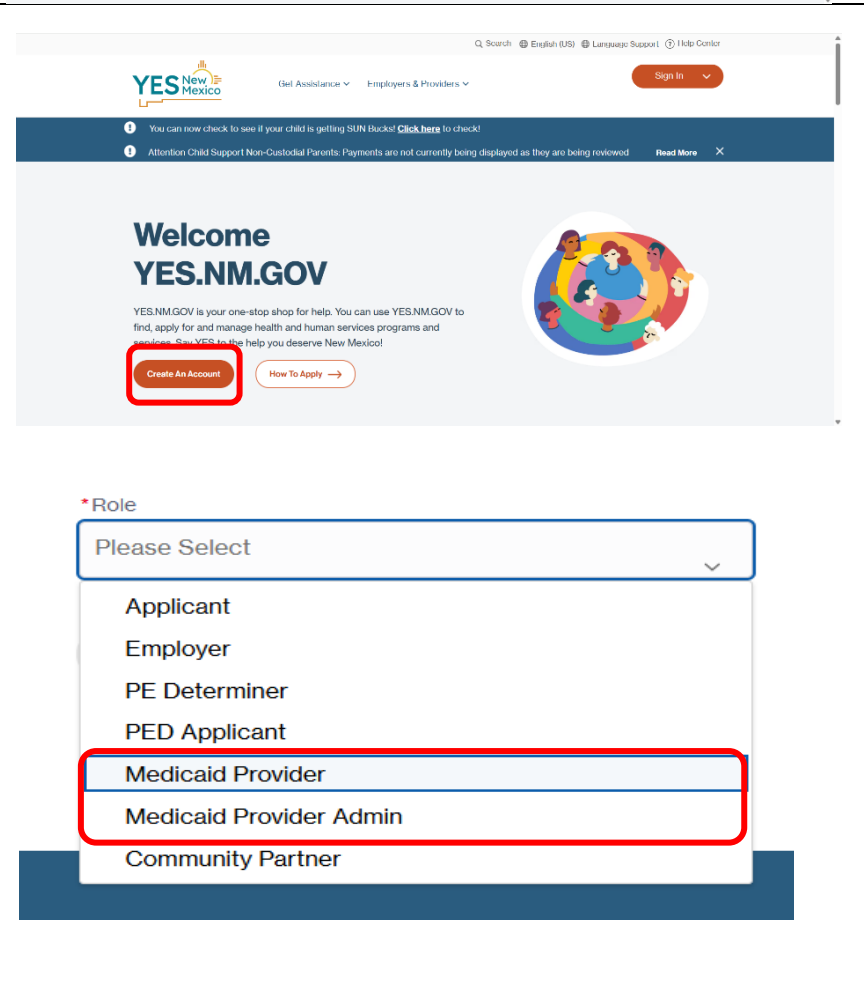
2 Accessing the Turquoise Claims System

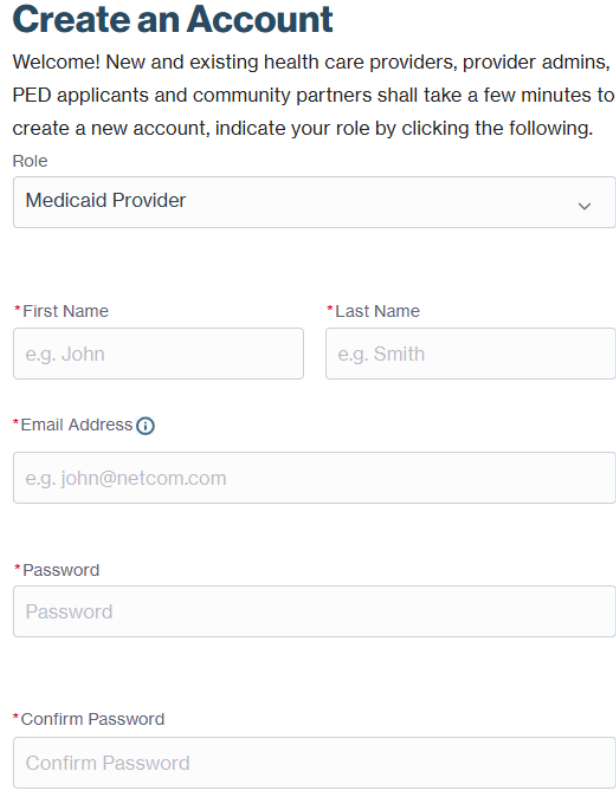
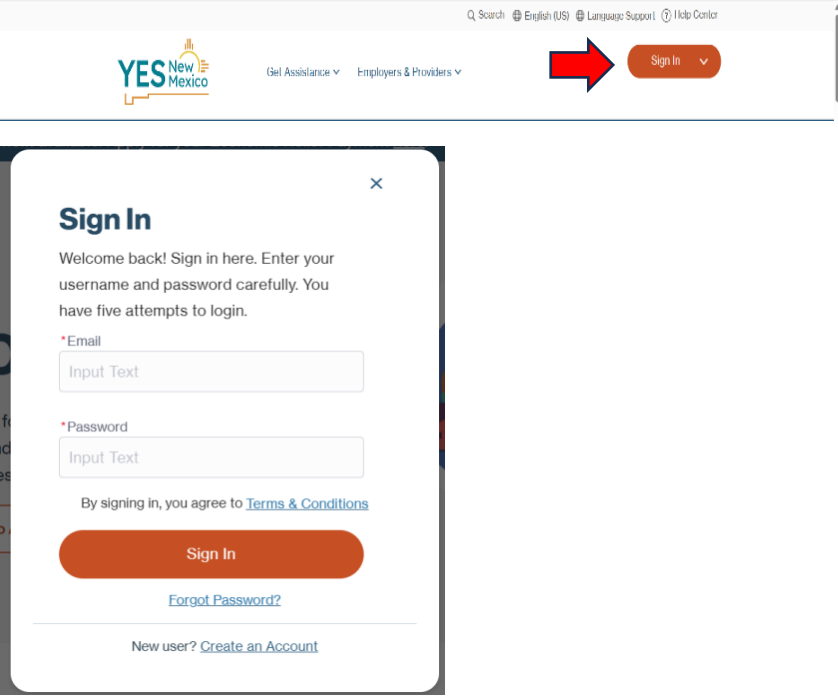
Users will access Turquoise Claims from the YES.NM.GOV webpage.

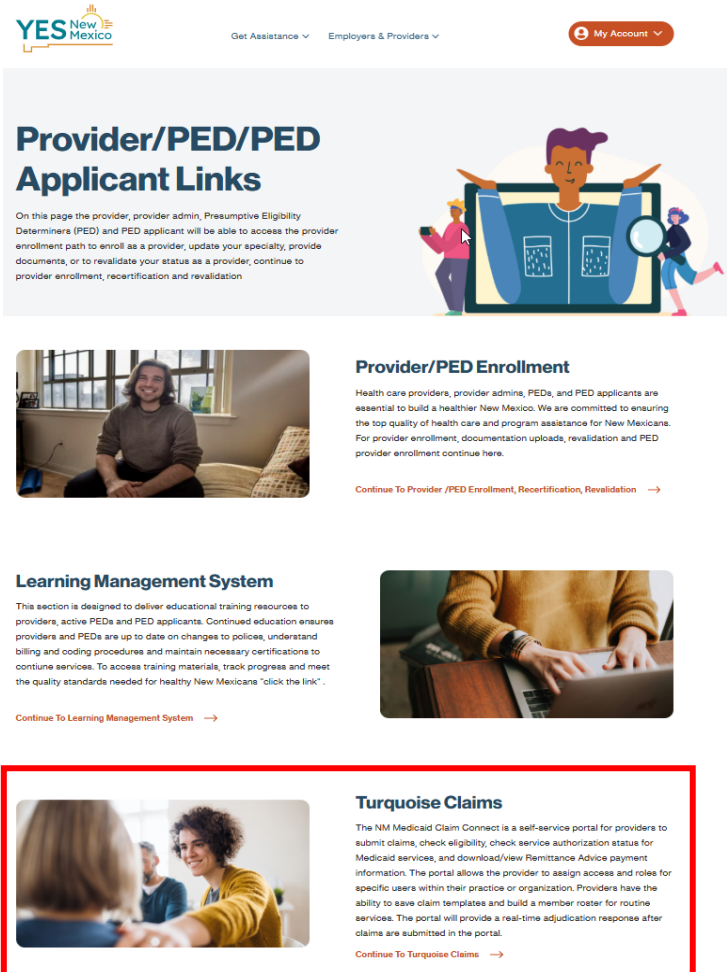
If you already have a "Provider" or "Provider Admin" account in YES.NM.GOV, you do not need to create or change your account, even if you will be the administrator in Turquoise Claims for your organization.

The organization's Admin will need to be the first person who enters the Turquoise Claims system and will create an account for their *organization*.

To access the Turquoise Claims system, complete the following steps:

Step	Screenshot
<p>1. Navigate to the Yes New Mexico website.</p>	
<p>2. If you are a new user, select Create An Account, select either Medicaid Provider or Medicaid Provider Admin for the role, and then enter the applicable account creation information.</p>	

Step	Screenshot
	
<p>3. If you already have an account, select the Sign In button and enter your credentials.</p>	

Step	Screenshot
<p>4. Select the Turquoise Claims link.</p>	 <p>The screenshot shows the YES New Mexico website. At the top, there is a navigation bar with 'Get Assistance', 'Employers & Providers', and 'My Account'. The main heading is 'Provider/PED/PED Applicant Links'. Below this, there are three main sections: 'Provider/PED Enrollment', 'Learning Management System', and 'Turquoise Claims'. The 'Turquoise Claims' section is highlighted with a red border. It includes a sub-heading, a brief description of the portal, and a link to 'Continue To Turquoise Claims'.</p>

3 Initial Operating Administrator Set-Up

3.1 Manage Account Overview

Once the YESNM account has been created and accessed, the Organization Administrator will register their organization and manage users in the Turquoise Claims system. The administrator has the capability to register multiple providers to the account. The accounts are displayed in the drop-down at the landing page. The Manage Account function allows providers to manage the users within their organization.

An Organization Administrator has full permission to manage all users associated with their provider organization. This individual is typically the initial web portal account holder for the

organization. This administrator is set up by selecting Medicaid Provider Admin during the YESNM login.

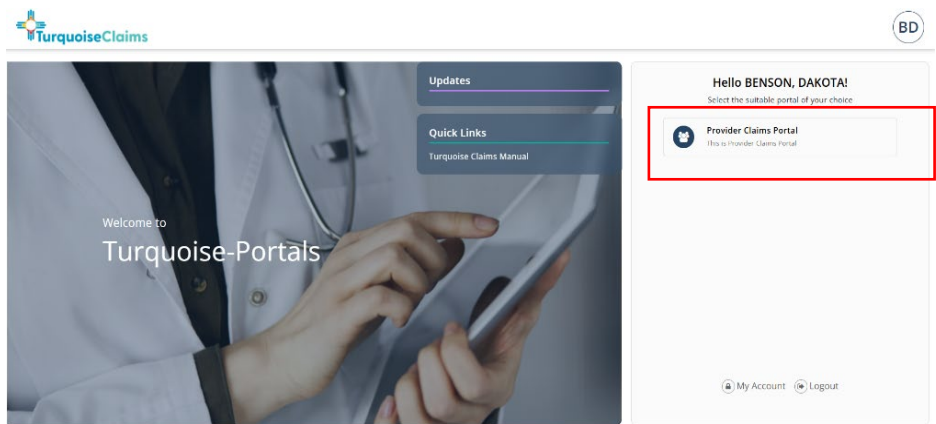
The Organization Administrator is responsible for registering and maintaining additional user accounts and assigning appropriate roles. It is recommended to assign an additional Organization Administrator as a backup in case the primary administrator is unable to access their account.

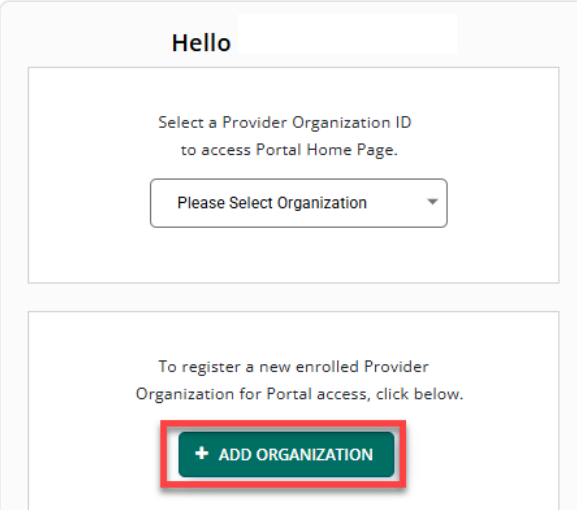
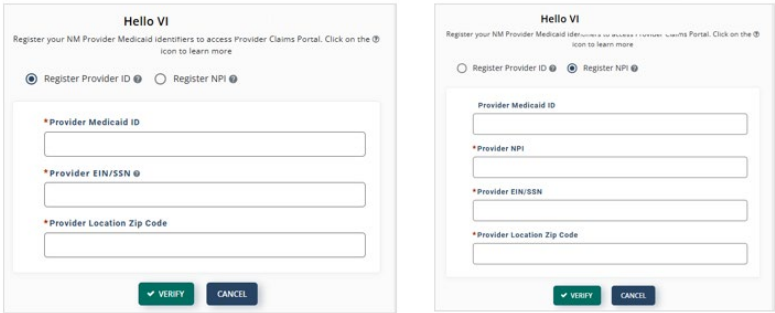
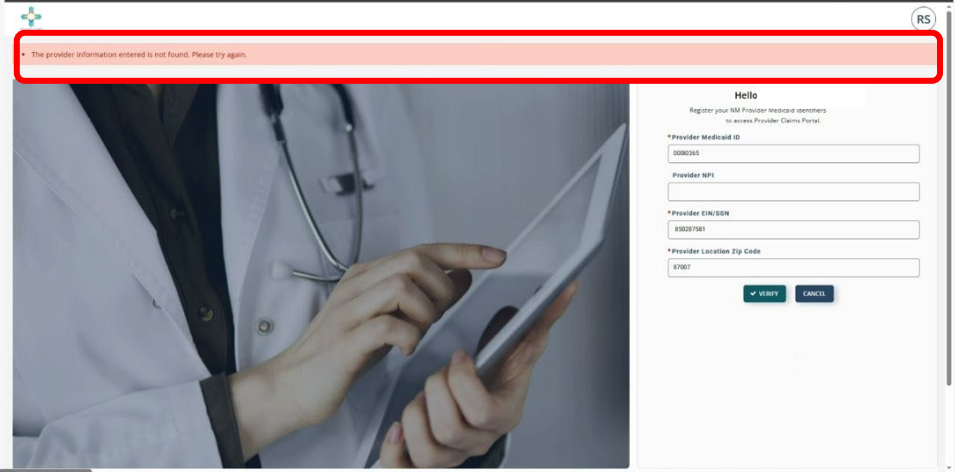
Organization Administrators can perform tasks such as searching for users, adding new users, and viewing and editing user roles.

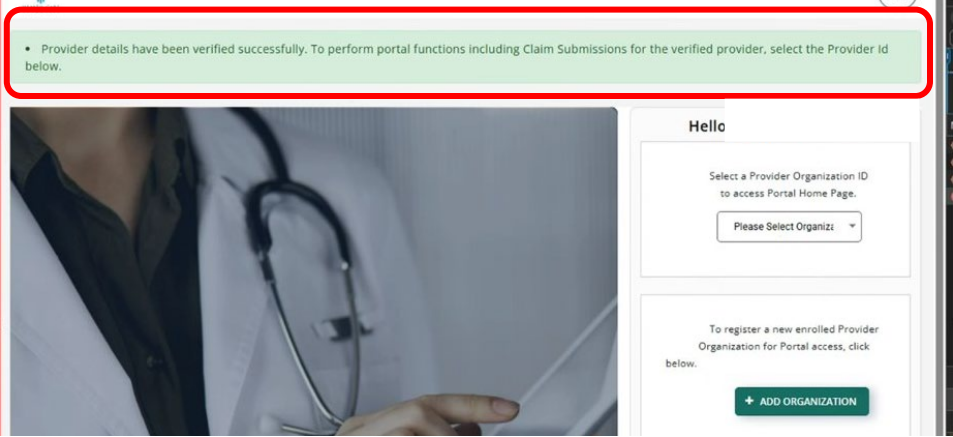
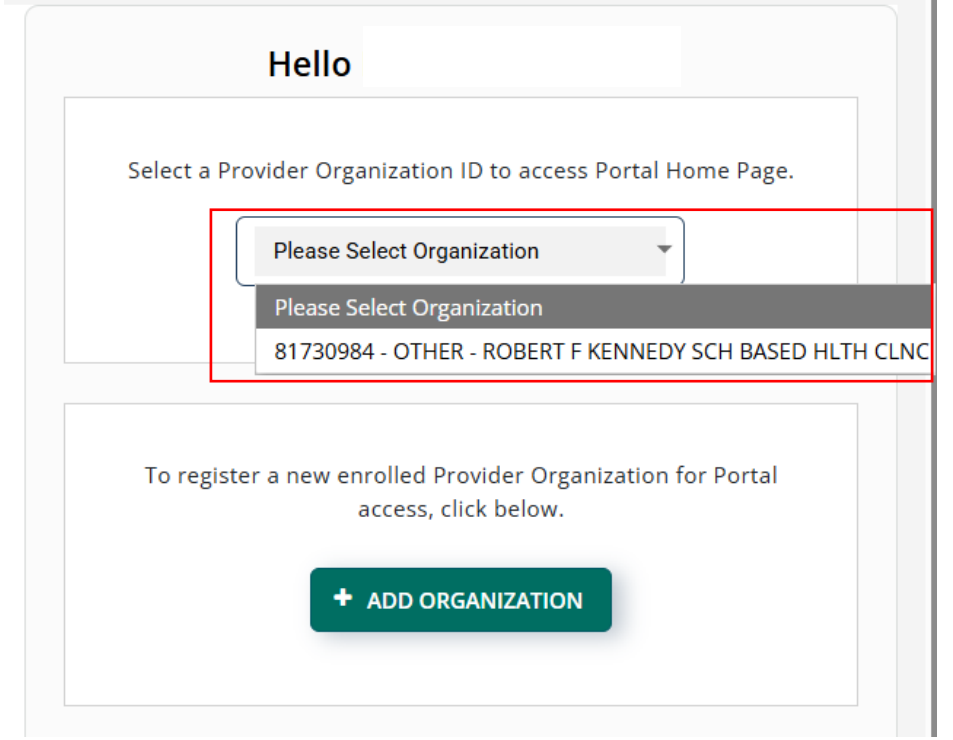
3.2 Registering an Organization Account in the Turquoise Claim System

The term "**Organization**" refers to the legal or operational entity or locations under which a healthcare provider delivers services. These are identified with a unique New Mexico Medicaid ID assigned during their enrollment with the New Mexico Health Care Authority (HCA).

To register an organization’s account in the Turquoise Claims system, complete the following steps:

Step	Screenshot
<p>1. After selecting the Turquoise Claims link at the https://yes.nm.gov/ YESNM Home page, this is the landing page. Select the Provider Portal button.</p>	 <p>The screenshot shows the Turquoise Claims landing page. At the top left is the 'TurquoiseClaims' logo. The main content area has a background image of a doctor's hands holding a tablet. Text on the page includes 'Welcome to Turquoise-Portals', 'Hello BENSON, DAKOTA!', and 'Select the suitable portal of your choice'. A red box highlights the 'Provider Claims Portal' button, which is labeled '(10) is Provider Claims Portal'. At the bottom right, there are links for 'My Account' and 'Logout'. A small copyright notice is visible at the very bottom of the page.</p>

Step	Screenshot
<p>2. Select the green +Add Organization button.</p>	
<p>3. The organization administrator will fill out the following fields:</p> <ul style="list-style-type: none"> • Provider Medicaid ID or Provider NPI • Provider EIN/SSN • Provider Location Zip Code 	
<p>4. If the information is entered incorrectly or does not match the information in the Turquoise Claims system, the user will receive an error message.</p>	

Step	Screenshot
<p>4. If the information is entered correctly, the system will respond by saying that the details have been verified successfully. If an administrator tries to register an existing organization, the system will inform the user that the organization already exists and to contact the organization administrator.</p>	
<p>5. Once the organization has been registered, the administrator will select the Organization from the drop-down list to log into the portal. Multiple organizations can be registered at the portal home page.</p>	

3.3 Adding New Users and Assigning Their Roles in the Turquoise Claims System

Note: Users must have a YESNM account to be added as a user in your organization.

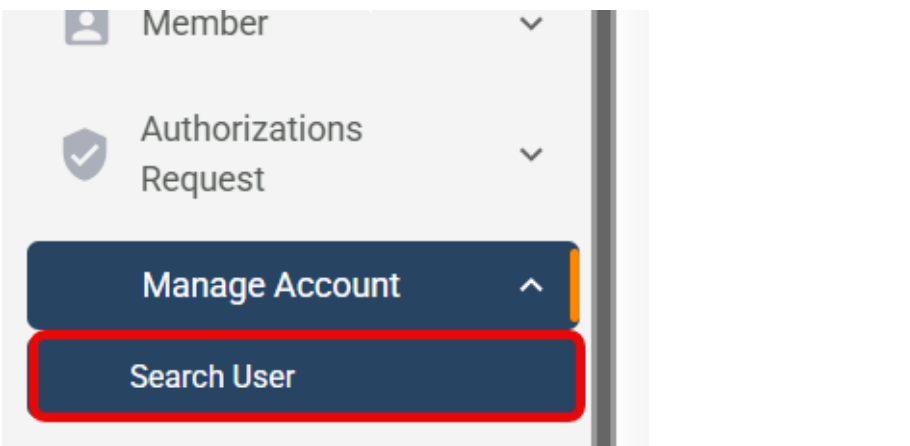
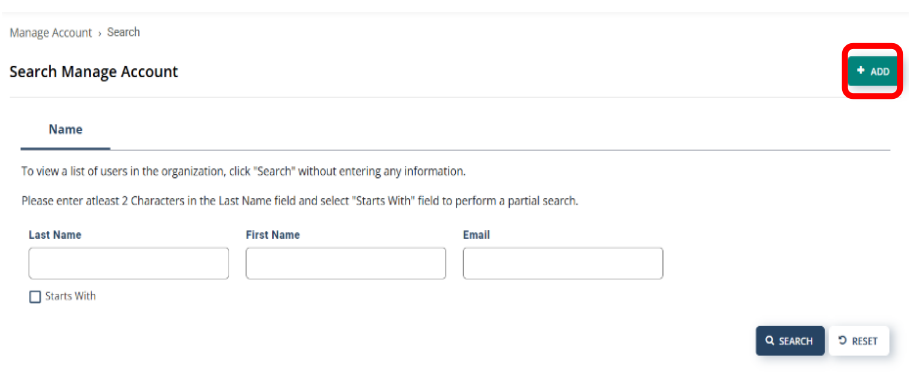
Reminder: The organization’s Admin will need to be the first person who enters the Turquoise Claims system and will create an account for their *organization*.

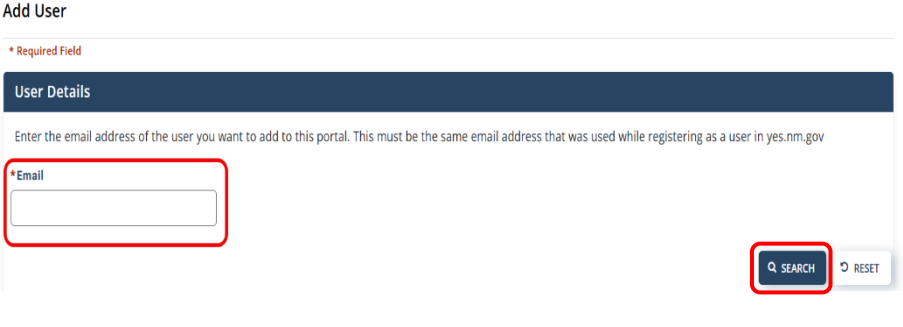
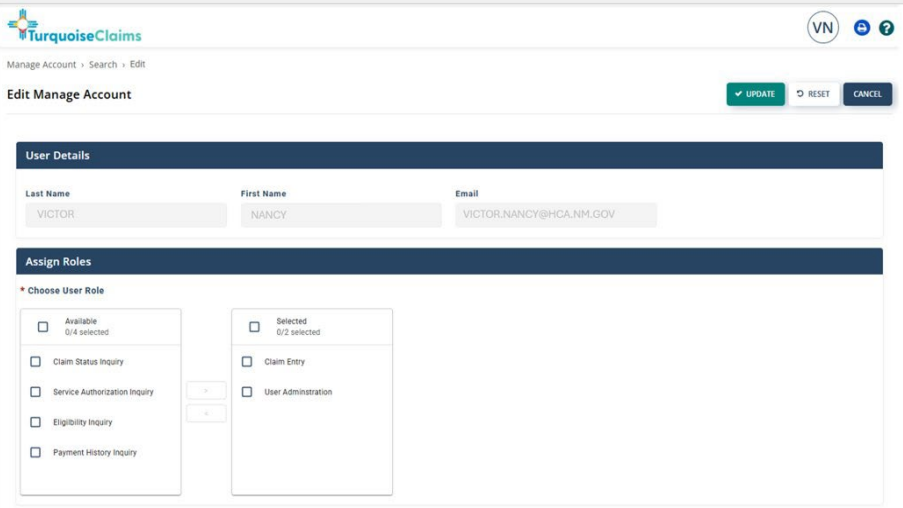
The organization’s Admin will be responsible for adding users and assigning roles/access to the users in their organization.

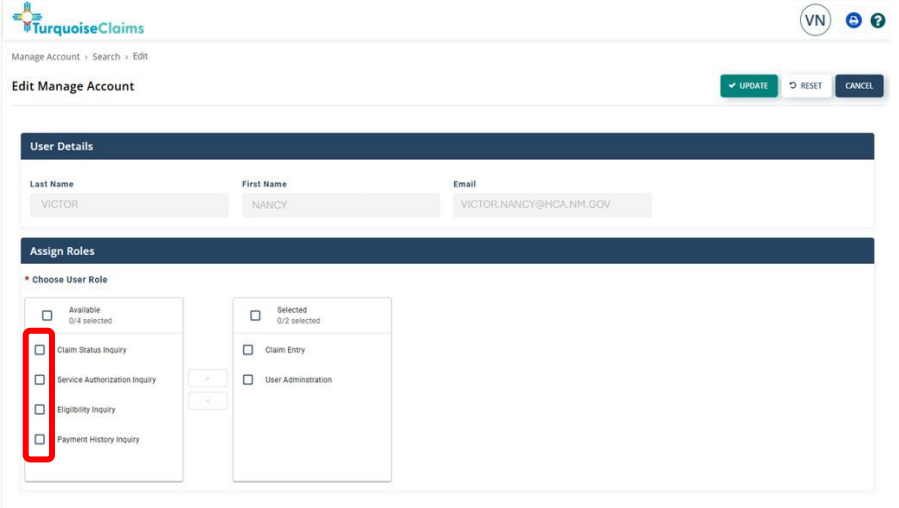
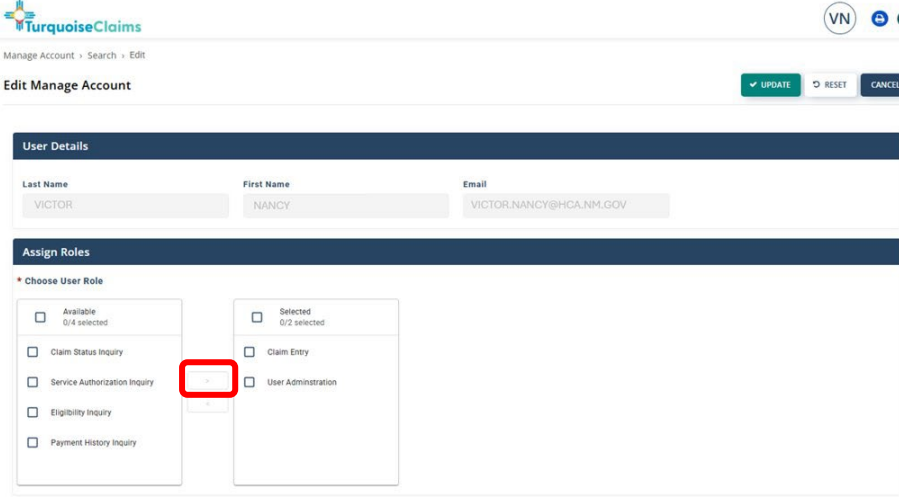
The Admin can also assign/add admin privileges to other individuals.

Admins must have the **Last Name, First Name and Email Address** (as registered on YES.NM.GOV) to add users to their organization on Turquoise Claims.

To add a new user and assign one or more roles to that user, complete the following steps:

Step	Screenshot
<p>1. From the Manage Account menu, select Search User.</p>	
<p>2. On the Search Manage Account page, select the +Add button.</p>	

Step	Screenshot
<p>3. Complete the Email field on the Add User page and then select the Search button.</p> <p>Note: <i>The email must match the email address used to register the account at YESNM.</i></p>	 <p>The screenshot shows the 'Add User' interface. At the top, it says 'Add User' with a red asterisk indicating a required field. Below is a 'User Details' section with a dark blue header. A text instruction reads: 'Enter the email address of the user you want to add to this portal. This must be the same email address that was used while registering as a user in yes.nm.gov'. There is an input field for the email, which is highlighted with a red box. To the right of the input field are 'SEARCH' and 'RESET' buttons, both also highlighted with red boxes.</p>
<p>4. The Edit Manage Account page will be displayed. The Last Name, First Name, and Email fields in the User Details section will be pre-populated with the user information from their YESNM account.</p>	 <p>The screenshot shows the 'TurquoiseClaims' 'Edit Manage Account' page. At the top, there's a navigation bar with 'Manage Account', 'Search', and 'Edit' options, along with 'UPDATE', 'RESET', and 'CANCEL' buttons. The 'User Details' section has three input fields: 'Last Name' (VICTOR), 'First Name' (NANCY), and 'Email' (VICTOR.NANCY@HCA.NM.GOV). Below this is the 'Assign Roles' section, which has a header '* Choose User Role' and two columns of checkboxes. The 'Available' column (0/4 selected) includes 'Claim Status Inquiry', 'Service Authorization Inquiry', 'Eligibility Inquiry', and 'Payment History Inquiry'. The 'Selected' column (0/2 selected) includes 'Claim Entry' and 'User Administration'.</p>

Step	Screenshot
<p>5. In the Assign Roles section, select the checkbox(es) for the desired role(s) from the list of available roles. The Add arrow will become enabled.</p>	
<p>6. Select the Add arrow. The selected user role will move to the Selected list.</p>	

Step	Screenshot
<p>7. Select the Update button to save the changes to the user roles. Changes to roles will modify a user’s access to the system functions.</p>	<p>The screenshot shows a web interface for updating a user role. At the top right, there are user profile icons for 'VN' and a help icon. Below the header, there are input fields for 'First Name' containing 'NANCY' and 'Email' containing 'VICTOR.NANCY@HCA.NM.GOV'. At the bottom right of the form, there are three buttons: 'UPDATE' (highlighted with a red box), 'RESET', and 'CANCEL'.</p>

3.4 Appendix A: Turquoise Claims User Role Definitions and Descriptions

Role Name	Menus and Sub-Menus Access
Claim Entry	Create Claims, Create Template, Manage Templates, Manage Claims, Claim Status Inquiry
Claim Status Inquiry	Claim Status Inquiry, Manage Claims > View Submitted Claims
Eligibility Inquiry	Member > Check Eligibility
Payment History Inquiry	Payment > Inquiry
Service Authorization	Authorization Request > Authorization Inquiry
User Administration	Manage Account > Search User