

DATE: 2/3/26

SUBJECT: Turquoise Claims – RSVP for a Live Demo Today!

Hello valued New Mexico Healthcare Providers,

A new Medicaid claims management system—**Turquoise Claims**—is coming later this spring! It will replace the current system (OmniCaid) and the NM Medicaid Provider Web Portal.

To help you get ready, we're offering **live demos and training opportunities starting this month.**

Preview the Turquoise Claims System in a Live Demo

Catch a sneak peek of Turquoise Claims!

From **February 23 to March 14**, we will host 2-hour, in-person preview events in 7 cities for **providers and billers who submit fee-for-service Medicaid claims directly to the State**. These sessions are not a full training – they're a chance to preview the new system.

At each event, you'll be able to:

- See a live demonstration of the Turquoise Claims system,
- Learn how to submit a claim, and
- Ask questions and talk to our team.

Managed Care Organization (MCO) contracted providers: You are welcome to attend. Please note that you will continue submitting claims directly to your MCOs or clearinghouse as you do today. (Some Payer IDs will change; see the [Turquoise Claims Frequently Asked Questions](#) Managed Care Claims section.)

Can't attend in person? Live virtual events and a recorded session will be available too.

RSVP today! Let us know which event you'll attend: [Take the Live Demos RSVP Survey](#)

View all locations, venues, dates and times here: [Turquoise Claims Live Demos Schedule](#)

We look forward to seeing you soon!

Turquoise Claims Training

We are offering two flexible training options to help you get familiar with the new system, understand key workflows, and get ready to submit claims.

1. Instructor-Led Virtual Training

Join a live, interactive session and ask questions in real time.

2. Self-Paced Training

Complete short online modules at your own pace and on your own schedule.

What You Will Learn:

- How to access and navigate the new system,
- Step-by-step claims submissions processes,
- Tools and features to streamline your workflow,
- Troubleshooting tips and support resources

Stay tuned for the full schedule and sign-up instructions coming soon.

We're committed to keeping you informed. 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)