

DATE: 3/6/26

SUBJECT: Turquoise Claims – Sign up for Office Hours

Hello valued New Mexico Healthcare Providers,

Turquoise Claims—the new Medicaid claims management system—**will launch on Monday, March 23, 2026**, at [YES.NM.GOV](https://www.yes.nm.gov).

To help you transition to the new system, take advantage of our **dedicated Office Hours** in the Learning Management System (LMS).

What to expect during Office Hours:

- One-on-one or group support for navigating the new system
- Assistance with specific questions or issues
- Walkthroughs of key features and functions
- Troubleshooting and best practices

To sign up for Office Hours:

1. Log into [YES.NM.GOV](https://www.yes.nm.gov) *
2. Go to the Learning Management System
3. Select the **Library** on the left-hand side of the screen
4. Select **New Mexico Turquoise Claims System Training**
5. Select applicable topic (Introduction and Navigation, Dental Claims, Professional Claims, or Institutional Claims)
6. Select **Attend**
7. Select **Register** for your desired Open Office Hours session

*Don't have a YES.NM.GOV account yet? Step-by-step instructions are available here: [Accessing the Learning Management System \(LMS\)](#).

Don't Forget!

- **Download your RAs and PAs before 7:00 pm on Monday, March 23.**
- Join us for a **preview** of the new Turquoise Claims system! [RSVP for a Live Demo](#)
- Sign up for **training** today! For more info see this email about Turquoise Claims training options: [Turquoise Claims Training](#)

We're committed to keeping you informed. You can find the latest updates, past communications, and FAQs on [the Turquoise Claims web page](#).

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

Regards,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD)