

DATE: 1/26/26

SUBJECT: What to Expect as We Transition to Turquoise Claims

Hello valued New Mexico Healthcare Providers,

Beginning in Spring 2026, New Mexico Medicaid providers will begin using **Turquoise Claims**, our new Medicaid claims management system. Turquoise Claims will replace the current claims management system (OmniCaid) and the NM Medicaid Provider Web Portal, bringing everything together in one modern, user-friendly platform.

We are working to make the transition smooth and easy for providers. Here's what you can expect:

System Downtime

To cut over to Turquoise Claims seamlessly, we will **stop accepting claim submissions** for 72 hours prior to the launch of the new system. During that time, providers will be able to check the status of claims and view member/patient eligibility but will not be able to submit claims.

Providers who submit claims directly to the State → In the new system, you will submit fee-for-service claims directly through the [YES.NM.GOV](https://www.yes.nm.gov) website.

Providers who submit paper claims → Providers who do not submit claims electronically will be given a new mailing address, which we'll share before launch so you're fully prepared.

Providers who submit EDI claims → You'll continue submitting them through your clearinghouse just like today. Some Payer IDs will change; find more information in the Managed Care Claims Submission section of the [Turquoise Claims Frequently Asked Questions](#).

Most importantly, claims payments will not be interrupted! The claims payment schedule will remain exactly the same.

We know transitions can be challenging, but we are here to help you! We want to make the move to Turquoise Claims easy, so over the next few weeks we will provide:

- **Self-paced and Instructor-Led Training** opportunities to guide you step by step. More details are coming soon.
- **Live, In-person Demos** in many communities across New Mexico. You'll get a chance to preview the new system and ask questions. Virtual and recorded events will also be available. Stay tuned for details.

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)