

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

June 18, 2025

Molina shares a message from HCA: *Turquoise Claims* a new Medicaid claims management system is in development

Molina Healthcare of New Mexico (Molina) would like to share the following message from the Health Care Authority (HCA) regarding Turquoise Claims, a new claims management system currently being developed:



The New Mexico Health Care Authority (HCA) and the Medical Assistance Division (MAD) are actively working on the development of **Turquoise Claims**, a modernized Medicaid claims management system that will eventually replace the current system and the NM Medicaid Provider Web Portal.

This new system is being designed to ensure compliance with federal requirements and create a single point of entry for claims processing.

When it launches, you will access Turquoise Claims through the [YES.NM.GOV](https://yes.nm.gov) portal, the one-stop place for all provider tools including Provider/PED Enrollment.

As we move closer to launching Turquoise Claims, we will offer flexible training options that fit your busy schedules, and dedicated office hours to answer questions. We will also hold in-person meetings during the Turquoise Claims roadshow, coming to a location near you.

We'll make sure you have plenty of time to prepare before any changes go into effect.

Please watch your email for regular updates.

We'd love to hear from you! Please complete our quick survey: [Provider Survey](#)

Regards,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD)
Questions? Email us at HCA-TurquoiseClaims@hca.nm.gov

WHAT YOU SHOULD KNOW

- **Turquoise Claims Roadshow:** In-person meetings **closer to go-live**
- **Official Launch:** We will keep you informed with plenty of time to prepare

For general inquiries, please email MHNM.ProviderServices@MolinaHealthcare.com. Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community.