

Dear Provider:

The New Mexico Health Care Authority (HCA) will launch Turquoise Claims, a new Medicaid claims management system, on March 23, 2026. Turquoise Claims will replace the current Medicaid claims management system and the New Mexico Medicaid Portal.

Please see the following information prepared collaboratively by the Turquoise Care Managed Care Organizations (MCOs) intended to make this transition as smooth as possible.

Each MCO has established a direct connection to the single-point-of-entry through their Conduent's EDI gateway.

- **Blue Cross and Blue Shield of New Mexico** - <https://www.bcbsnm.com/provider>
- **Molina Healthcare** - <https://www.availity.com/molinahealthcare/>
- **Presbyterian Health Plan** - mypres.phs.org
- **United Healthcare** – <https://www.uhcprovider.com/>

Additional clearinghouses may be used for direct claim submission. Please refer to the contact information below to request a list of approved clearinghouses from each MCO.

To ensure accurate claim payment, include the following information on all Medicaid claims.

| | MCO | Medicaid Payor ID Segment GS03 | Loop Segment NM109 | Member last name and DOB |
|---|---|--|--|------------------------------|
|  BlueCross BlueShield of New Mexico | Blue Cross and Blue Shield of New Mexico | populate based upon mutually agreed upon value with your clearinghouse | populate based upon mutually agreed upon value with your clearinghouse | Must match HCA member portal |
|  MOLINA HEALTHCARE | Molina Healthcare | 77048 | MLNNM | |
|  PRESBYTERIAN | Presbyterian Health Plan | 77048 | NMPHP | |
|  UnitedHealthcare | United Healthcare | 87748 | populate based upon mutually agreed upon value with your clearinghouse | |

Questions?

For HCA updates, FAQs and more, visit hca.nm.gov/turquoise-claims or contact the Consolidated Customer Service Center at 1-800-299-7304.

Contact your contracted MCO(s) with any questions.

Blue Cross and Blue Shield of New Mexico: <https://www.bcbsnm.com/docs/provider/nm/network-contacts.pdf>

Molina Healthcare: MHNM.ProviderServices@MolinaHealthCare.com

Presbyterian Health Plan: www.phs.org/contactguide | 1-888-923-5757

United Healthcare: <https://www.uhcprovider.com/> | 1-888-702-2202