

## New Mexico Medicaid Telemedicine

During the COVID-19 Public Health Emergency, state Medicaid programs were allowed to expand telehealth services to meet members' needs. That authority expires at the end of 2024.

After March 31, 2025, New Mexico will follow Medicare audio-only telehealth permissions, primarily for behavioral health services.

### Telemedicine Service Requirements

Telemedicine services must meet the following requirements:

- Must include audio AND visual,
- Be delivered on a real-time basis at the originating and distant site,
- **No restrictions on services that can be offered via telehealth,**
- If provider resides outside of New Mexico, must be licensed in New Mexico.

### Prioritizing Telemedicine Options

Turquoise Care managed care health plans are required in contract to:

- Provide audiovisual, asynchronous, and remote monitoring telemedicine,
- Submit quarterly utilization reports,
- Train providers in appropriate service use,
- Improve performance targets, and
- Increase telemedicine utilization by 20% (subject to penalty for failure).

### How Turquoise Care Health Plans Promote Telemedicine

- Providing access to high-speed internet for the rural communities in New Mexico.
- Recruiting new providers who are focused solely on telehealth and offer virtual primary care, specialty care, mental health therapy, medication management, doula services, and dentistry.
- Providing mental health & wellness app with 24/7 mobile support including coaching, content, and crisis support, and funding to expand and support programs for pregnant and postpartum mothers with BH and substance issues.
- Granting scholarships to support statewide medical professionals.
- Awarding grants to independently-owned physician practices throughout the state, including rural areas, to recruit and retain physicians.