



HUMAN  
SERVICES  
DEPARTMENT



TURQUOISE CARE  
NM MEDICAID MANAGED CARE PROGRAM  
MARCH, APRIL & MAY 2024

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# AGENDA

Welcome & Introductions of HSD Team



Turquoise Care



Meet Your Four Managed Care Organizations (MCOs)



Open Enrollment Questions & Answers



Human Services Department becoming the Health Care Authority



Questions & Answers

## BEFORE WE START...

On behalf of all colleagues at the Human Services Department, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the *Apache*, *Diné* and *Pueblo* past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.



Evening drive through Corrales, NM in October 2021.  
By HSD Employee, Marisa Vigil

## MISSION

*We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.*



HEALTH CARE  
AUTHORITY

## VISION

*Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system.*

## GOALS



**LEVERAGE** purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.



**ACHIEVE** health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.



**BUILD** the best team in state government by supporting employees' continuous growth and wellness.



**IMPLEMENT** innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.

# TURQUOISE CARE

*Investing for tomorrow, delivering today.*

# UPCOMING CHANGES

Medicaid Managed Care name change from Centennial Care 2.0 to Turquoise Care

- Starting July 1, 2024, Western Sky Community Care will no longer be a Medicaid Managed Care Organization (MCO)
- Starting July 1, 2024, there will be four MCOs:
  - BlueCross BlueShield of New Mexico
  - Molina Healthcare of New Mexico
  - Presbyterian Health Plan
  - United Healthcare Community Plan of New Mexico
- Open Enrollment to choose an MCO will begin on April 1, 2024, through May 31, 2024



# Managed Care 101



What is a Managed Care Organization (MCO)?

An MCO is a health plan that addresses physical health, behavioral health, and long-term care needs.



Why does Medicaid use a Managed Care Model?

Managed Care is designed to improve health plan performance, health care quality, and outcomes for its members.



What is the relationship between the MCO and Medicaid?

The MCOs contract with providers and healthcare facilities to provide services to Medicaid members.

# Exemptions to Mandatory MCO Enrollment



Persons who are:

- Native American and have opted out of managed care and are not in need of Long-Term Care services.
- Receiving care in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID);
- Enrolled only in the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLIMB), or Qualified Individuals program;
- Covered only under the Medicaid Family Planning program;
- Enrolled in the Program of All-Inclusive Care for the Elderly (PACE); and
- Covered pursuant to Emergency Medical Services for Non-Citizens (EMSNC).





# TIMELINE FOR TURQUOISE CARE ROLL OUT



# TURQUOISE CARE GOALS



## Vision

Every New Mexico Medicaid member has high-quality, well-integrated, person-centered care to achieve their personally defined health and wellness goals.

### Goal 1

Build a New Mexico health care delivery system where every Medicaid member has a dedicated health care team that is accessible for both preventive and emergency care that supports the whole person – *their physical, behavioral, and social drivers of health.*



### Goal 2

Strengthen the New Mexico health care delivery system through the expansion and implementation of innovative payment reforms and value-based initiatives.



### Goal 3

Identify groups that have been historically and intentionally disenfranchised and address health disparities through strategic program changes to enable an equitable chance at living healthy lives.



# New Benefits under Medicaid



 Continuous eligibility for children up to age six (started 1/1/24)

 Expanded Access to Supportive Housing

 Addition of Chiropractic Services

 Additional Community Benefit slots

 Expansion of the Home Visiting Benefit for new mothers

# Behavioral Health Expansion under Medicaid



Dialectical Behavior Therapy (DBT)



Eye Movement Desensitization and Reprocessing (EMDR)



Mobile Crisis Intervention Service



Trauma Focused Cognitive Behavioral Therapy (CBT)



Functional Family Therapy (FFT)

# Turquoise Care & Children in State Custody



**Presbyterian Healthcare** selected as the MCO to serve and meet the complex needs of most Children in State Custody.

**Presbyterian Healthcare** will provide services designed to improve the health outcomes and experience of children and their families/caregivers.

Native American Children in State Custody have their choice of **any MCO** or **Fee For Service**.

# TURQUOISE CARE OPEN ENROLLMENT

*Investing for tomorrow, delivering today.*



# TURQUOISE CARE MCO OPTIONS EFFECTIVE JULY 1, 2024

Presbyterian  
Healthcare

Molina  
Healthcare

Blue Cross  
Blue Shield of  
New Mexico

United  
Healthcare

# OPEN ENROLLMENT PERIOD



April 1, 2024 – May 31, 2024

- Members select an MCO to provide services beginning on July 1, 2024.
- If you do not select an MCO, one will be selected for you.
- If you are currently enrolled with BCBS or PHP and do not want to change MCOs, you do not need to do anything. You will remain their member.
- MCO selection is for a 12-month period.
- Each year, members may change their MCO.



# OPEN ENROLLMENT FOR NATIVE AMERICANS



Native Americans who are eligible for Medicaid have the choice to enroll in Turquoise Care by opting in to Managed Care.

Native Americans are not required to enroll in a Managed Care Organization unless they are eligible for long-term care services.

Native American members enrolled in Managed Care can still access services in an Indian Health Services/Tribal Health Services/Urban Indian Health Programs

# TRANSITION FOR CHILDREN IN STATE CUSTODY (CISC)



- If a CISC member is currently receiving services through Presbyterian will remain with PHP
- If a CISC member is receiving services through BCBS or Western Sky, they will transition to Presbyterian
- Native American Children in State Custody have their choice of any MCO or Fee For Service.

CISC Enrollment as of 3/26/2024					
	FFS	PHP	BC/BS	WSCC	Total
CISC					
COE (066)	5	1027	498	298	1828
COE (086)	0	30	18	8	56
CISC Native American					
COE (066)	41	102	40	15	198
COE (086)	4	6	1	0	11
Totals	50	1165	557	321	2093

# HOW DOES THE STATE MONITOR MCOS?



Medicaid monitors the MCOs through many reporting elements such as provider network adequacy, service utilization, special populations such as children in state custody, long-term care members and high-risk pregnancies.

Medicaid monitors the MCOs compliance with contract requirements, the policy manual and the state code.

Medicaid also monitors quality metrics of the MCO network performance.

# QUESTIONS YOU MAY WANT TO ASK THE MCOS



#1

Are my doctors and local hospital contracted with the MCO?

#2

Are my medications covered by the MCO's formulary?

#3

What Value Added Services does the MCO provide (such as health and wellness programs, extra help for pregnant women, or more transportation choices)?

# WHERE DO I GO TO MAKE MY MCO CHOICE?

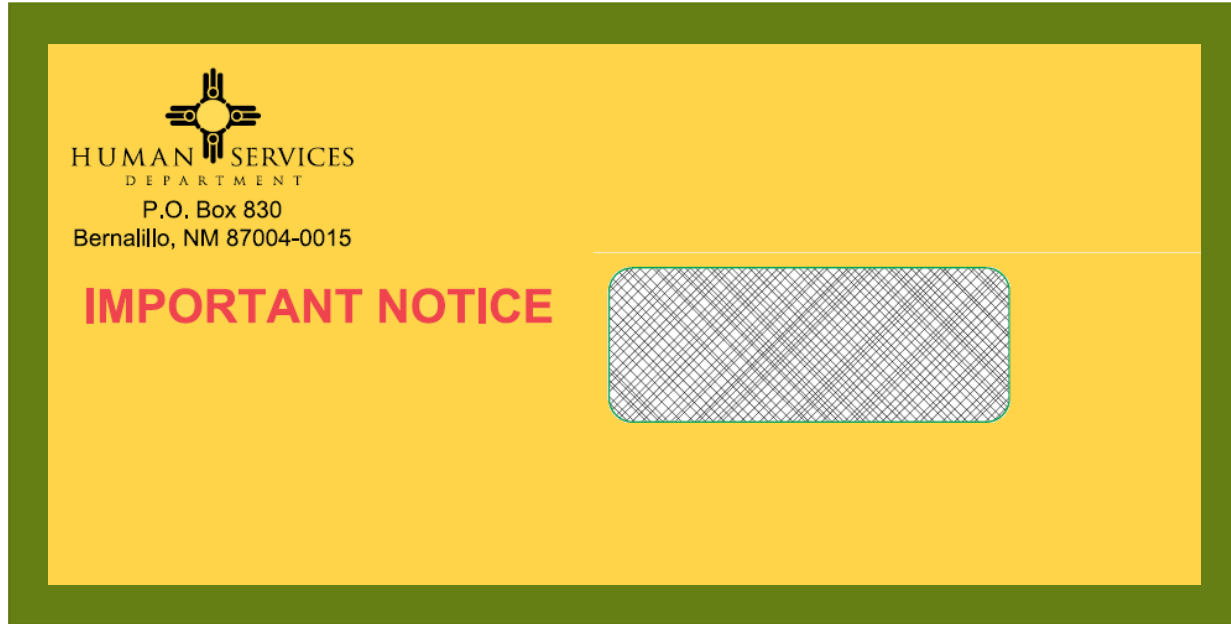


1. **Go to [yes.state.nm.us](https://www.yes.state.nm.us)** – log into your account to select your MCO or use the chat option and follow prompts to select your MCO.  
There are step-by-step instructions on our YouTube channel: <https://www.youtube.com/@nmhca>
2. **Call HSD** at 1-800-283-4465 and follow the prompts to select an MCO.
3. **Complete the form** in the yellow envelope and mail to the department (see address to the right)

**Note:** If you are currently enrolled with BCBS or PHP and do not want to change MCOs, you do not need to do anything.

	<b>Log into your account or chat with us to change your MCO:</b>	<a href="https://www.yes.state.nm.us/">https://www.yes.state.nm.us/</a>
	<b>To choose an MCO by phone, please call:</b>	(800) 283-4465
	<b>Mail the Enrollment Form to:</b>	Central ASPEN Scanning Area (CASA) PO Box 830 Bernalillo, NM 87004

# BE ON THE LOOKOUT FOR A YELLOW ENVELOPE



Below is a sample of the selection section in the notice

If you choose a new MCO by May 31, 2024, or are assigned to a new MCO, you will have 3 months from July 1, 2024, to switch to a different MCO. After 3 months, you must keep that MCO for the rest of your 12-month enrollment period. If your Medicaid eligibility ends, your MCO enrollment will also end.

Individual Name	HSD Individual ID	MCO selection starting July 1, 2024			
Jane Doe	1234567	<input type="checkbox"/> Blue Cross	<input type="checkbox"/> Molina	<input type="checkbox"/> Presbyterian	<input type="checkbox"/> United
John Doe	1234566	<input type="checkbox"/> Blue Cross	<input type="checkbox"/> Molina	<input type="checkbox"/> Presbyterian	<input type="checkbox"/> United
		<input type="checkbox"/> Blue Cross	<input type="checkbox"/> Molina	<input type="checkbox"/> Presbyterian	<input type="checkbox"/> United

\*Blue Cross = Blue Cross and Blue Shield of New Mexico    Molina = Molina Healthcare of New Mexico    Presbyterian = Presbyterian Turquoise Care  
 United = UnitedHealthcare Community Plan of New Mexico

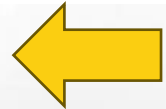
**Please mail your completed form by May 31, 2024 to:**  
 Central ASPEN Scanning Area (CASA) PO Box 830  
 Bernalillo, NM 87004



# WHERE CAN I GO TO LEARN MORE ABOUT TURQUOISE CARE?



## LOOKING FOR ASSISTANCE



*The Human Services Department mission is: To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.*



Looking for Assistance

Emergency Contact Information

Field Offices

Apply For Benefits

Health Coverage

Behavioral Health Collaborative

Brain Injury Services Fund Program

Turquoise Care Overview

Centennial Care Overview

Native Americans

Home and Community Based Services (CB)

Food Assistance

Income Support

Child Support Overview



### Turquoise Care Overview

Turquoise Care is the new name for the New Mexico Medicaid Managed Care program that will begin on July 1, 2024.

In April 2024, Medicaid members will receive a letter in a **yellow envelope** from the Human Services Department (HSD). It will tell you about the changes to the Managed Care Organizations (MCOs) and what you need to do to choose your MCO.



MCOs are health insurance companies that provide health care to Medicaid members.

During the open enrollment period (April 1 through May 31, 2024), you will be able to select an MCO by going to [www.yes.state.nm.us/](http://www.yes.state.nm.us/) or you may call 1-888-997-2583.

If you do not select an MCO during the open enrollment period, you will automatically be assigned to an MCO. Current Presbyterian Health Plan and BlueCross BlueShield members who do not choose a different MCO will be automatically re-enrolled with PHP or BCBSNM.



*Investing for tomorrow, delivering today.*

## Turquoise Care FAQ – Medicaid Members

<b>1. What is Turquoise Care?</b>	+
<b>2. Who is eligible for Turquoise Care Medicaid?</b>	+
<b>3. How will I find out about the changes?</b>	+
<b>4. Can I stay with the MCO I have now?</b>	+
<b>5. Do I have to select a different MCO for July 1, 2024?</b>	+
<b>6. Will my services change with Turquoise Care?</b>	+
<b>7. Where can I find more information about the Turquoise Care MCOs who are starting on July 1, 2024?</b>	+
<b>8. If I change my MCO, how quickly will I receive my new Medicaid MCO card?</b>	+
<b>9. Will I be assigned a new MCO or am I able to select an MCO?</b>	+
<b>10. How will I know if my doctor/provider is covered by a health plan?</b>	+
<b>11. How will Turquoise Care impact Medicaid enrollment for Children in State Custody (CISC) through the Children, Youth, &amp; Families Department (CYFD)?</b>	+
<b>12. What is a Value-Added Service (VAS)?</b>	+



FREQUENTLY  
ASKED  
QUESTIONS WILL  
BE UPDATED  
MONTHLY

### FAQ Sections:

- Medicaid Members
- Native American Members
- Providers



# DO THE MCOs PROVIDE DIFFERENT SERVICES?



The medical, behavioral health, and long-term services and support services for members are the same across all MCOs.

Each MCO will offer a unique package of Value-Added Services that may be different for each MCO.

Value-Added Services are extra services outside of the Medicaid benefit package that seek to improve quality and health outcomes and/or reduce costs by reducing the need for more expensive care.

# MEET YOUR TURQUOISE CARE MANAGED CARE ORGANIZATIONS

*Investing for tomorrow, delivering today.*

# MCO PRESENTATIONS



**+ BlueCross BlueShield of New Mexico**



A Division of Health Care Service Corporation, a Mutual Legal Reserve Company,  
an Independent Licensee of the Blue Cross and Blue Shield Association

**+ Molina Healthcare of New Mexico**



**+ Presbyterian Health Plan**



**+ United Healthcare Community Plan**



*Investing for tomorrow, delivering today.*

# 2024 VALUE ADDED SERVICES

## EXTRA MEDICAID BENEFITS FOR ALL OF LIFE'S MOMENTS

As a Blue Cross and Blue Shield of New Mexico Medicaid member, you may get more than the standard Medicaid benefits. You may get extra services to keep you and your family healthy, too. Call Member Services at 1-866-689-1523 (TTY: 711) to find out if you are eligible.

### Turquoise Care members may have access to value added services such as:

#### After School Youth Activities

- Covers fees for after school or sports activities for members under 18 years old

#### Infant Car Seat and Portable Infant Crib

- Pregnant Members who complete prenatal visit requirements and are engaged in Care Coordination.

#### Prenatal Education

- In-person prenatal community classes at partner hospitals in Albuquerque and Roswell.

#### Infant Diapers

- Available to pregnant members and new moms for the 1<sup>st</sup> month from birth.

#### Remote Monitoring Program

- Medical devices for chronic health conditions, who need to have their blood pressure and

oxygen levels checked in real time.

#### Learn to Live

- Online digital behavioral health program for members 13 years and older and their caregivers, who deal with anxiety, stress, depression, sleep problems, and more.

#### Native American Traditional Healing Benefit

- Grant available to Native American members for traditional healing practices for the treatment of diagnosed conditions.

#### Friends and Family Circle

- Provides respite care for parents/caretakers who are caring for family members with complex needs.

#### Home Meal Delivery

- Provides nutritious meals to members who transition from an inpatient or long-term facility to the community, and to pregnant members with certain conditions.

#### Shower Chair

- For elderly or members with disabilities who need a convenience shower chair.

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### Turquoise Care members may have access to value added services such as:

#### Respite Bed

- Provides a temporary bed for members discharging from an emergency room or hospital who are medically vulnerable.

#### Wellness Centers

- Provides family support to access peer and family driven behavioral health recovery services to help members improve their health outcomes and provide education and resources.

#### Electroconvulsive Therapy (ECT)

- Members who meet standard ECT medical necessity criteria.

#### Epic Home + Health Partnership

- For members in Bernalillo County that are experiencing chronic homelessness with severe mental illness.

#### Care Giver Thank You Package

- Provides family caregivers a gift package and educational materials.

#### Lifestyle Modification Support for Nutrition and Fitness

- Members can get 24/7 virtual access to health experts, tools and live events to help modify diet, fitness and lifestyle to get healthy

#### Resource Tool Kit

- For justice involved members and members experiencing homelessness. Tool kit includes resource information.

#### Transitional Living for Chemically Dependent Psychiatrically Impaired Adults

- For members 18 years or older enrolled in an outpatient substance abuse center or in active treatment for psychiatric issues, who have an identified plan to return to independent living.

#### Assistance with Social Determinants of Care (SDoH)

- BCBSNM will provide support to members with aid in areas classified as SDOH to meet their care plan goals.



**Up to \$4,100 per year** with a prepaid debit card for extra vision, dental, housing assistance, transportation, workforce training, physical or sports activities, long-term services and supports (LTSS) and more



**Up to \$500 per year** for new baby items like car seats, travel cribs, strollers – plus over-the-counter pregnancy tests, hygiene products and more



**Fresh produce and healthy food at no cost**, based on need and health

Note: Some of these Value-Added Services are time-limited and may have additional requirements or require approval.

[WelcomeToMolina.com/NM](https://www.WelcomeToMolina.com/NM)  
(844) 862-4543 (TTY:711)





**Up to \$550 per year** for holistic and traditional healing like traditional ceremonies and services, curanderismo, acupuncture, therapeutic massage and herbal remedies



**Access to BeMe Health** – a digital behavioral health mobile app that delivers mental health interventions specifically for teens



**Access to Molina Help Finder** – our online search tool to find basic and necessary community assistance and resources, such as food, housing, transportation, health, job training, childcare, work, legal assistance and more – accessible through our My Molina® member portal **and** mobile app

[WelcomeToMolina.com/NM](https://www.welcometomolina.com/NM)  
(844) 862-4543 (TTY:711)







# **PRESBYTERIAN**

## Value Added Services

[Phs.org/medicaid](https://phs.org/medicaid)



# Presbyterian Health Plan



## Value Added Services



### Pregnancy Passport \*New Parent Program

- Rewards you for attending prenatal and post partum appointments.
- Earn gift cards and incentives for going to your prenatal and post-partum doctor visits.



### Baby Bonus Well-Baby Program

- Rewards you for taking your baby to their well-child appointments.
- Earn gift card incentives for taking your baby (0-30 months of age) to their routine doctor visits.



### Wellness Classes

- Statewide community and online wellness classes for members with diabetes and/or asthma.
- Gift card incentive to participate in and complete a class.



### Traditional Medicine

- Up to \$300 once per calendar year (January 1 to December 31).
- Only available to Native American Turquoise Care members for traditional medicine or ceremonial purposes only.

Presbyterian Turquoise Care offers value added services in addition to the Turquoise Care covered benefits and services. Value added services are not subject to the appeals process. There are limitations to some of these services.



# Built on a legacy of trust.



## Enhanced Care Coordination Specialized Services

- Services for members in Care Coordination only
- Services include, home monitoring for high-risk members, and individualized services for members who meet criteria and as part of the member's care plan
- Enhanced services for children in state custody



## Medication Reminders

- Medisafe Medication Reminder: manage medications for you and your family on your phone.
- Tabtime Vibe Vibrating Pill Time Reminder: this modern pill has five compartments with different alarms that vibrate when it's time to take your medicine.



## Meals on Wheels

- Members in care coordination returning home from an inpatient admission
- Members who and have food insecurity.
- Meals may be provided to the member and a natural support/caregiver as needed
- Meals may be provided a two-week duration



## Sports Physicals

- For children 12-18 years of age to participate in sporting activities and completion of needed forms
- Limited physical exam and is not the same as a routine well-child exam or regular physical



# UnitedHealthcare Community Plan of New Mexico

Value added services

March 2024

United  
Healthcare

# More than just a health plan



## Health-related social needs

- Medically tailored meals for members experiencing certain transitions of care
- Enhanced dental and vision benefits
- OnePass fitness program to local gyms and over 20,000 virtual classes
- Enhanced hearing aid benefit
- Chiropractic and acupuncture services
- Enhanced diet and nutritional counseling with any network provider regardless of diagnosis



## Transportation

- Transportation service to non-medical community services such as Women, Infants and Children (WIC), birthing classes, places of worship, grocery stores, job-related activities, food pantries and support group meetings. UnitedHealthcare will allow family members or their caregivers to accompany members to their appointments.



## Maternity support

- **Babyscripts** – a digital maternity education, engagement, and incentive program for members who are pregnant and new parents.
- **Virtual doula and lactation services** – virtual Maternal Health Solution, offers 24 hours a day, seven days a week, access to doulas and lactation consultants to address members' acute need for members who are pregnant and postpartum to receive educational, social and emotional support
- **Wellhop** – virtual support group alongside members at the same stage of pregnancy
- Infant car seats



## Social Determinants of Health

- **Workforce fund** – scholarships/funding to members seeking to obtain certificate, degree or workforce programs
- **SDOH flex fund** – assistance for non-medical needs that support barriers to vital services required to survive
- Emergency clothing allowance for school-aged children





## Children and adolescent health

- **EmissarYouth** – digital peer support
- **On My Way** – an online support program for all children and youth who are transitioning out of the justice system or transitioning to independent living
- Pillow and mattress cover for children with asthma or allergies



## Senior/Eldercare health

- **SelfCare** – a self-help digital application that uses tools and techniques to improve overall mental well-being education, support and empowerment for unpaid and family caregivers, including from underserved communities
- **PEARLS** – Program to encourage active, rewarding lives peer support offers in-home peer counseling designed to reduce symptoms of depression and improve quality of life.
- **CareForth** is a digital platform to assist unpaid and family caregivers by providing support
- **Senior One** – concierge assistance for member seeking care at skilled nursing or home care facilities



## Behavioral health

- **Behavioral Health Programming** – online behavioral health resources connect members to information and resources for overall health and wellness, including specific behavioral health tools, resources and information
- **Electroconvulsive Therapy** – medical treatment for severe mental illness
- **Seeking Safety program** – support to help people who have experienced trauma or substance problems develop and sustain recovery goals
- **SUD Helpline** – an anonymous, confidential, payer-agnostic helpline



## Traditional Healing/Alternative Healing

- Traditional Healer Ceremonies
- Ceremonial items and supplies
- Supports member preference for alternative healing and provides resources to promote cultural being





HUMAN  
SERVICES  
DEPARTMENT



# QUESTIONS AND ANSWERS

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# THE NEW MEXICO HEALTH CARE AUTHORITY

*Investing for tomorrow, delivering today.*



## MISSION

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AUTHORITY

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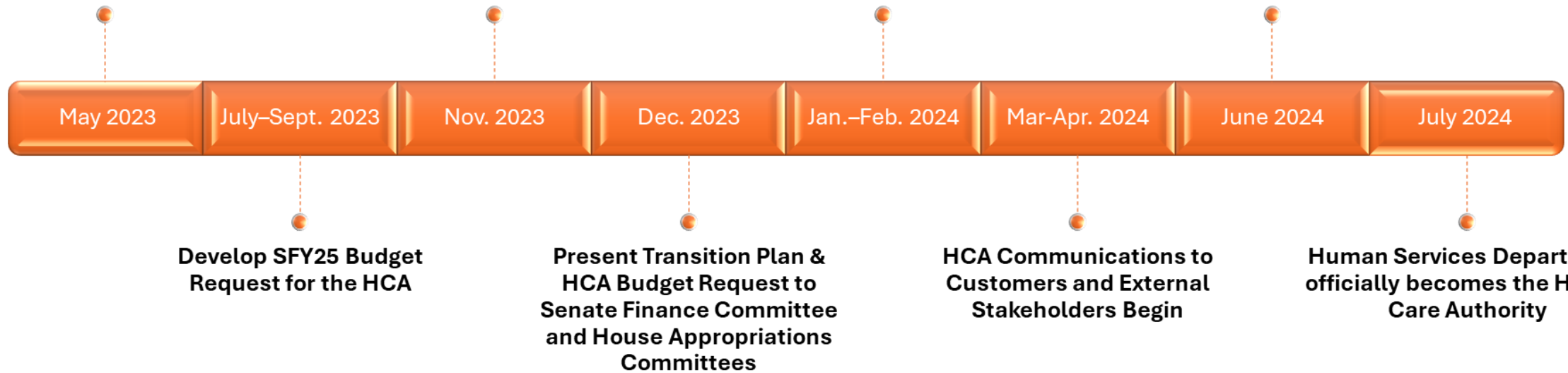
# HEALTH CARE AUTHORITY TIMELINE

**Governor signs Senate Bill 16 into Law creating the Health Care Authority**

**HSD Submits Transition Plan to the LFC & LHHS**

**Legislative Session & Continued FY25 Budget Hearings**

**HCA Operational Changes for all divisions are completed**



# MOVING FROM THE HUMAN SERVICES DEPARTMENT TO THE HEALTH CARE AUTHORITY (HCA)

- Get ready- the HCA will officially launch on **July 1, 2024!**
- **Through the Health Care Authority (HCA), New Mexico is building a foundation for inclusive, affordable access to health care and whole health services with the goal of creating a healthier New Mexico.**
- The HCA will include:
  - From HSD: Income Support Division, Behavioral Health Division, Child Support Services Division, Medical Assistance Division
  - From DOH: Developmental Disabilities Supports Division (DDSD), Division of Health Improvement (DHI)
  - From GSD: Employee Benefits Bureau (EBB)
  - From OSI: Health Care Affordability Fund (HCAF)



**Governor Lujan Grisham unveils New Mexico Health Care Authority transition plan for a healthier state.**



HEALTH CARE  
AUTHORITY

"Establishing the New Mexico Health Care Authority means far more than changing the name of a state agency. The HCA's creation marks a monumental step toward enhancing health outcomes, cost-effectiveness, health care accessibility, and the overall welfare of our state's residents." - Governor Michelle Lujan Grisham

**LAUNCHING  
JULY 1, 2024**

# WHAT WILL HAPPEN ON JULY 1?

## WHAT'S CHANGING?

- HSD, DDSD, EBB, AND HCAF will all become the Health Care Authority (HCA). *As one united organization, we will be #bettogether.*
- Email addresses, administrative rules, contracts, building signs, envelopes, letterhead, notices, and other identifying materials **will refer to the HCA**. *Look out for our new name on public-facing and outreach materials!*

## WHAT'S STAYING THE SAME?

- Any services you receive from HSD, DDSD, DHI, EBB, or HCAF will continue **without interruption on July 1** (including Medicaid, SNAP, TANF, LIHEAP, and Child Support). We have a new name, but service delivery will remain the same.
- Our name may say Authority, **but you are still in charge of your care**. The authority in our name is about leveraging the strength of the combined organization to improve health care and social services across New Mexico.

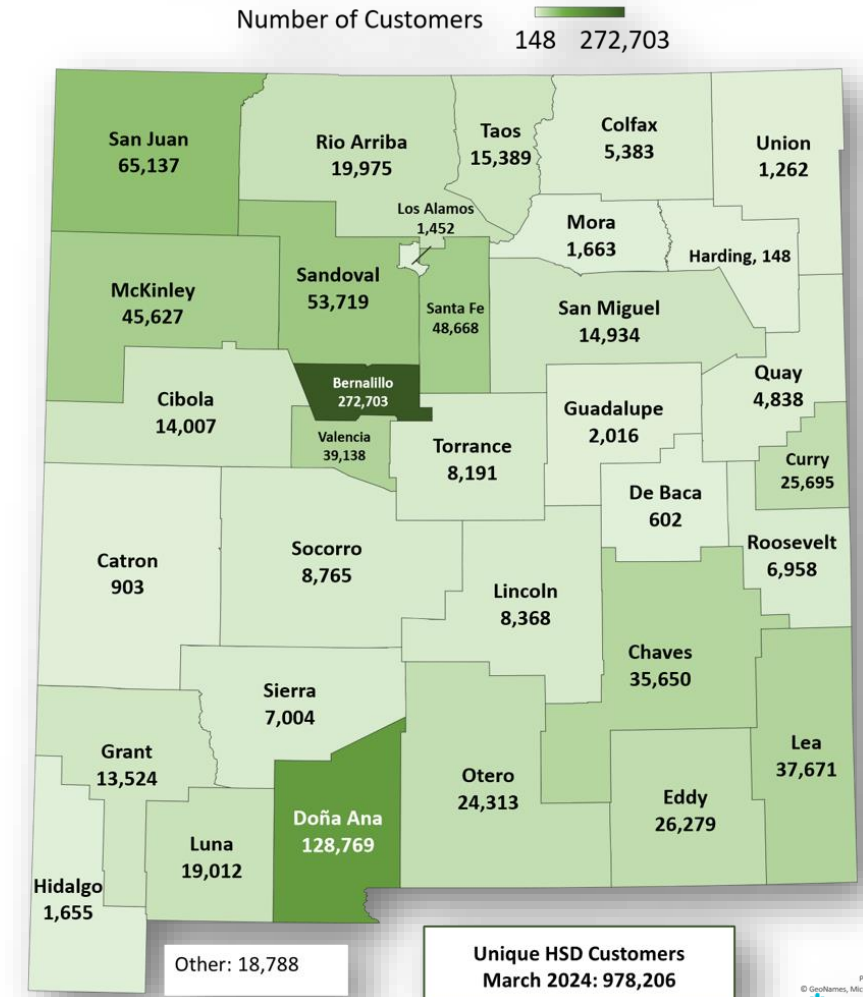
# BETTER TOGETHER: THE HEALTH CARE AUTHORITY WILL SERVE 50% OF NEW MEXICANS

The HCA will serve over 50% of all New Mexicans. This group includes:

- **978,000+** existing HSD customers
- **57,000+** New Mexicans enrolled in a state employee or local public body health plans.
- **123,000** New Mexicans enrolled in public school or retiree health plans.
- All New Mexicans who receive care at a licensed health facility or from a Medicaid Home and Community-Based Waiver provider.

*By bringing together programs that provide health care and social services in one place, the HCA will be able to negotiate for better rates over time and improve the health and well being of all New Mexicans.*

Unique HSD Customers, March 2024



# LINKS FOR TURQUOISE CARE AND THE HEALTH CARE AUTHORITY

## Turquoise Care Links:

- [Turquoise Care Overview | New Mexico Human Services Department \(state.nm.us\)](#)
- [Turquoise Care Overview and Frequently Asked Questions \(FAQs\)](#)
- [Turquoise Care Contracts](#)
- [TC 2024EventSchedule 20240322 09 forWeb.pdf \(state.nm.us\)](#)
- [Managed Care Policy Manual](#) (updates anticipated)
- Turquoise Care Email Box: [TCInfo@hsd.nm.gov](mailto:TCInfo@hsd.nm.gov)
- Summary of MCOs' Value-Added Services: [MCO Value Added Services](#)

## Health Care Authority Link:

- <https://www.hsd.state.nm.us/>
- Frequently asked questions about the Health Care Authority: [HCA FAQs](#)

# STAYING CONNECTED WITH THE HEALTH CARE AUTHORITY



HEALTH CARE  
AUTHORITY

## Follow & Connect

With the HCA on Social Media



 [facebook.com/NMHSD](https://facebook.com/NMHSD)

 [twitter.com/nmhsd](https://twitter.com/nmhsd)

 [instagram.com/nmhumanservices/](https://instagram.com/nmhumanservices/)

Join the conversation  
on Facebook



Join the conversation  
on LinkedIn



THANK YOU  
FOR BEING HERE TODAY!

*Investing for tomorrow, delivering today.*





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SERVICES  
DEPARTMENT



# QUESTIONS AND COMMENTS

*INVESTING FOR TOMORROW, DELIVERING TODAY.*