

> Attention Community Partners

Centennial Care is changing its name to **Turquoise Care**, and **Medicaid open enrollment will be April 1–May 31**. During the open enrollment period, Medicaid customers may choose their MCO. Please use these talking points and help us spread the news!

Here is what your community members should know:

- >> **Turquoise Care** is the new name for the New Mexico Medicaid Managed Care program that will begin on July 1, 2024.
- >> **Turquoise Care will include four managed care organizations (MCOs)** to serve the Medicaid managed care population.



- >> **Medicaid customers who are enrolled with an MCO will receive a letter in a yellow envelope** from the New Mexico Human Services Department (HSD) about the MCO changes and information about how to choose an MCO. BCBSNM and PHP members who wish to remain with PHP or BCBSNM do not need to actively select an MCO.
- >> **The open enrollment dates are April 1–May 31, 2024.** Medicaid customers are highly encouraged to choose their own MCO during the Medicaid open enrollment period.
- >> **If Medicaid customers do not choose an MCO** during open enrollment, they will be automatically assigned to one.
- >> **Current BlueCross BlueShield of New Mexico (BCBSNM) and Presbyterian Health Plan (PHP) customers can keep their current MCO.** Both BCBSNM and PHP will continue to provide services beyond June 30, 2024. If customers want to keep their current MCO, they do not have to take any action.



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- » **One MCO, Western Sky Community Care, will no longer be contracted as of July 1, 2024.**
Customers currently enrolled with Western Sky are highly encouraged to choose an MCO. Those who do not make a choice will be automatically assigned to an MCO.
 - » **Why choosing an MCO is important:**
 - ✓ To make sure the customers' current providers and specialists are in network
 - ✓ To confirm the customers' preferred health clinics and facilities are in network
 - ✓ To get the right value-added services for the customers and their families
 - » **Medicaid customers have 4 ways to choose their Turquoise Care MCO:**
 - 1 Go to **yes.state.nm.us** and use the site's Chat feature to choose an MCO.
 - 2 Sign in to their YesNM account at **yes.state.nm.us** and choose their MCO.
 - 3 Fill out and return the open enrollment paperwork they will receive in the mail.
 - 4 Call **1-800-283-4465** and choose their MCO.
 - » **Each Turquoise Care MCO's plan will include the same covered services** that are currently in place under Centennial Care. Newly covered services will be added. Each MCO will also offer value-added services (VAS), which vary between plans.
 - » **All Native Americans can choose** between Turquoise Care or Fee-For-Service Medicaid.
 - **Turquoise Care** offers additional services, such as expanded care coordination, community benefits, and the value-added benefits that each MCO offers its members.
 - **Fee-For-Service Medicaid** offers the basic Medicaid benefits package
 - » **For most children in state custody (CISC)**, there will be one statewide plan with Presbyterian Health Plan.
 - » **Guardians of Native American children in state custody** can choose any of the four MCOs for the child or use Fee-For-Service Medicaid.
 - » **If Native Americans receive long-term care services** (community benefits), such as personal care services or nursing facility care, they are required to be enrolled in Turquoise Care.



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- » **Native Americans, whether they are enrolled with Turquoise Care or using Fee-For-Service Medicaid, can receive health care at Indian Health Services and Tribal 638 facilities.** For those enrolled with Turquoise Care, their MCO will pay for their doctors, pharmacy, lab, etc.
- » **Each MCO has Native American staff** who are familiar with Native American culture, practices, and language.
- » **Medicaid customers and community partners can access more information at** hsd.state.nm.us/turquoise-care/
- » **The New Mexico Human Services Department will become the New Mexico Health Care Authority (HCA) beginning on July 1, 2024. The HCA will continue to serve all New Mexicans enrolled in current HSD services, benefits, and programs.**
 - The HCA will have oversight of state employee and local public body health plans, and the Health Care Affordability Fund. The HCA also will administer the Medicaid Developmental Disability waiver program, and health care facility licensure, survey, and certification. To learn more about the HCA, visit hsd.state.nm.us/health-care-authority/

