

Fact Sheet for Turquoise Care Model Contract

New Mexico Human Services Department (HSD) issued a solicitation for Managed Care Organization (MCO) Contractors for Turquoise Care ([Turquoise Care RFP# 23-630-8000-0001](#)) on September 30, 2022. The information in this Fact Sheet summarizes key Turquoise Care Model Contract requirements as of September 30, 2022. Key changes to the contract requirements are summarized in the [Turquoise Care Contract Summary](#). This information is subject to clarification or amendment as provided in RFP #23-630-8000-0001.

Number of Turquoise MCOs:

HSD anticipates awarding three (3) Turquoise Care MCO contracts, with one of the Turquoise Care MCOs contracted to develop a program to specifically serve Children in State Custody (“CISC Contractor”).

Effective Date/Term of Contract:

Turquoise Care contracts will go into effect on January 1, 2024 and continue through December 31, 2026. HSD may elect to renew Turquoise Care contracts for one-year periods not to exceed a term of eight (8) total years.

Turquoise Care Enrollment:

Mandatory managed care enrollment with the following exemptions:

- Individuals who are identified as Native American in the State’s eligibility and enrollment system and not in need of long-term care (LTC) or who have opted out of managed care and are receiving services through the New Mexico Medicaid fee-for-service (FFS) program;
- Individuals who receive care in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID);
- Individuals who are enrolled only in the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLIMB), or Qualified Individuals program;
- Individuals who are covered only under the Medicaid Family Planning program;
- Individuals who are enrolled in the Program of All-Inclusive Care for the Elderly (PACE); and
- Individuals covered pursuant to Emergency Medical Services for Non-Citizens (EMSNC).

CISC Contractor Enrollment:

CISC will be mandatorily enrolled in the CISC Contractor, with the exception of Native American CISC. Native American CISC will have the option to enroll in the CISC Contractor, another MCO, or receive benefits through New Mexico’s FFS program.

Turquoise Care Vision and Goals:

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.

Turquoise Care Focus – Population Health of Five (5) Disparately Impacted Populations:

1. Prenatal, postpartum, and members parenting children, including CISC;
2. Seniors and members with long-term services and supports (LTSS) needs;
3. Members with behavioral health conditions;
4. Native American members; and
5. Justice-involved individuals.

1115 Demonstration Waiver Renewal:

The State of New Mexico is in the process of renewing its federal 1115 demonstration waiver, subject to public comment and CMS approval. For more detailed information, check HSD’s Website: [Medicaid 1115 Waiver Renewal | New Mexico Human Services Department \(state.nm.us\)](#)