

# Community Partners Newsletter

## Introducing Turquoise Care: More Choices for Medicaid Customers!

Centennial Care is changing its name to Turquoise Care and offering Medicaid customers new choices. **Help us spread the news!**

### ➤ Medicaid open enrollment is **April 1–May 31, 2024**

By April 2024, all Medicaid customers enrolled with an MCO will receive a letter in a yellow envelope from the New Mexico Human Services Department (HSD). The letter will provide information about all the MCOs available to them, how to choose the right MCO for their needs, and instructions on how to complete their open enrollment.







### There will be four MCOs for Medicaid customers to choose from:



### Why choosing an MCO is important for Medicaid customers:

- To make sure their current health care providers are covered
- To confirm that preferred health clinics and facilities are in network
- To get the right value-added services for their needs

### ➤ Medicaid customers have four ways to **choose their Turquoise Care MCO:**

-  Go to **yes.state.nm.us** and use the Chat feature to choose their MCO.
-  Sign in to their YesNM account at **yes.state.nm.us** and choose their MCO.
-  Complete the open enrollment paperwork they will receive in the mail.
-  Call **1-800-283-4465** and choose their MCO.



## > Additional Information

- Current PHP and BCBSNM customers who wish to remain with PHP and BCBSNM do not have to actively select an MCO. They will be automatically re-enrolled with PHP or BCBSNM if they do not choose a different MCO. If customers are currently enrolled with Western Sky Community Care and do not select an MCO during open enrollment, they will automatically be enrolled with another Turquoise Care MCO.
- Native Americans can enroll in Turquoise Care (managed care) or Fee-for-Service Medicaid. Native Americans who receive long-term care services, such as personal care and long-term nursing facility care, are required to be in Turquoise Care.
- Children in state custody (CISC) will automatically be enrolled with Presbyterian Health Plan (PHP).
- Native American CISC can be enrolled in any MCO. If Native American CISC members do not opt in to managed care, services will be provided via Fee-for-Service Medicaid.

## > 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 will also 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/](https://hsd.state.nm.us/health-care-authority/)

## > Thank you for sharing this important information with your community!



Centennial Care is changing to Turquoise Care!  
Learn more at [hsd.state.nm.us/turquoise-care/](https://hsd.state.nm.us/turquoise-care/)

