



STATE OF NEW MEXICO  
**Human Services Department**  
**Governor Michelle Lujan Grisham**  
Kari Armijo, Cabinet Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slater-Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary  
Dana Flannery, Medicaid Director

**FOR IMMEDIATE RELEASE**

**Contact:** Marina I Piña  
Communications Director  
[Marina.pina@hsd.nm.gov](mailto:Marina.pina@hsd.nm.gov)

April 2, 2024

**Medicaid open enrollment period now available**

*State to host statewide informational community events*

SANTA FE – The New Mexico Human Services Department (HSD) announces the open enrollment period for Medicaid under the new Turquoise Care program, from April 1, through May 31, 2024. This introduces expanded Managed Care Organization (MCO) options, allowing current MCO-Medicaid customers to choose a health plan tailored to their needs.

Medicaid customers currently enrolled with Presbyterian Health Plan and BlueCross BlueShield will be automatically re-enrolled in their existing plans if they do not select an MCO. Customers with Western Sky Community Care, which will no longer provide services through Medicaid, will be assigned to another high-quality Turquoise Care MCO if they don't actively choose a new health plan, ensuring a seamless transition.

Turquoise Care, the New Mexico Medicaid Managed Care Program, is set to begin on July 1, 2024.

"This is a vital period for Medicaid customers to choose the healthcare path that suits their unique needs, ensuring access to the highest quality of care," said **Dana Flannery**, Director of the New Mexico Medicaid Program. "We invite all enrolled New Mexicans, community partners and Medicaid advocates to join us at the upcoming Turquoise Care informational events across the state."

HSD and the MCOs are hosting over 20 statewide Turquoise Care [informational events](#) in the upcoming weeks to further assist Medicaid customers. These community events

provide a unique opportunity for face-to-face interactions, allowing customers to explore their health plan options and get answers to their questions directly from Medicaid and MCO representatives.

Starting April 2024, Medicaid customers who are enrolled with an MCO will receive detailed open enrollment information, including their health plan options, in a yellow envelope from HSD. This package will guide customers on how to choose their preferred MCO, ensuring they are fully informed about changes and their options. Medicaid customers who do not choose an MCO will be automatically assigned to ensure continuous coverage.

Medicaid customers have four ways to choose their MCO:

- Go to [yes.state.nm.us](https://yes.state.nm.us) and use the Chat feature to choose their MCO.
- Log into their YesNM account at [yes.state.nm.us](https://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.

Available MCOs include:

- Blue Cross Blue Shield of New Mexico
- Molina Healthcare of New Mexico
- Presbyterian Turquoise Care
- United Healthcare Community Plan of New Mexico

Visit <https://www.hsd.state.nm.us/Turquoise-Care/> to learn more and find an informational event near your community.

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**We talk, interpret and smile in all languages.** We provide written information to our customers in both English and Spanish and interpretation services are available in 58 languages through our provider, [CTS Language Link](#). For our hearing, and speech impaired customers, we utilize [Relay New Mexico](#), a free 24-hour service that ensures equal communication access via the telephone to individuals who are deaf, hard of hearing, deaf-blind or speech disabled.

The Human Services Department provides services and benefits to 978,206 New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.