Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alanna Dancis, Acting Medicaid Director

Letter of Direction #77

Date: **August 16, 2026**

To: **Turquoise Care Managed Care Organizations**

From: **Alanna Dancis, Acting Director, Medical Assistance Division**
Nick Boukas, Director, Behavioral Health Services Division

Subject: **Configuration for Billing by Service Locations for all providers**

Title: **All providers must be enrolled separately by Service Location.**

The purpose of this Letter of Direction (LOD) is to provide guidance to the Turquoise Care Managed Care Organizations (MCOs) for payment at service locations.

Any satellite or separate location that provides clients with any service must be enrolled separately and the Service location will be based on zip code +(plus) four. The +(plus) four must be different from the main location.

This LOD will sunset when direction is provided in one or more of the following: Turquoise Care Managed Care Services Agreement, Managed Care Policy Manual, NMAC, Systems Manual, or BHSD Billing and Systems Manual. The LOD may also sunset upon HCA notification or completion of the Turquoise Care Program.

Any questions regarding this LOD should be directed to the Provider Services Bureau Chief (PSB) Rhonda Rodriguez - rhondat.rodriguez@hca.nm.gov