HEALTH CARE AUTHORITY	**Section 1: General Provisions**	**Revision dates:** August 15, 2014; March 3, 2015; July 1, 2024 **Effective dates:** July 1, 2024; December 22, 2025

1. General Provisions

1.1. General Information

The purpose of the Managed Care Policy Manual (the Manual) is to provide a reference for the policies established by the New Mexico Health Care Authority (HCA) for the administration of the Turquoise Care Medicaid Managed Care program and to provide direction to the Managed Care Organizations (MCOs) and other entities providing services under Managed Care.

These policies establish general operating procedures to assist in the management of the managed care program. This Manual should be used as a reference and a resource for interpreting the Medicaid Managed Care Services Agreement (the Agreement) and New Mexico Administrative Code (NMAC) rules pertaining to managed care. The provisions of the Manual are not all inclusive. Provisions for specialized behavioral health services are defined in the Behavioral Health Policy and Billing Manual available on the MAD website at Behavioral Health Policy and Billing Manual | New Mexico Health Care Authority (state.nm.us)

These policies will be reviewed and updated on a regular basis, and HCA reserves the right to change, modify, or supersede any of these policies and procedures with or without notice at any time.
The Manual may be viewed or downloaded from MAD's home page website at www.hca.nm.gov.
A summary list of the policy revisions will also be posted online each year. If there is a conflict between the Manual and the Agreement or NMAC rules, the Agreement and NMAC rules control. The Manual does not create any rights that are not contained in the Agreement or NMAC rules.

The Manual will be issued and maintained by HCA. It is the responsibility of all members and entities affiliated with Medicaid managed care in New Mexico to review and be familiar with the Manual and any amendments.

If you have any questions about the application of any policy, you should contact the Medical Assistance Division at 505-827-3100.