

# Voice of the Assister

March 31, 2026

Access the recording [HERE](#)

Passcode: BeWellVOA26!



# Agenda

- **Optum System Sunset**
- **Periodic Data Matching**
- **MFA Issues**
- **Turquoise Claims**
- **Customer Service Improvements**
- **Website Updates**
- **PY27 Certification**
- **Ongoing Reminders**

# Optum System Sunset

- The Optum system moved to 'read-only' mode on March 20
- System will not be accessible after March 31
- Historical data is being migrated to the new platform
- Data access will be supported through Customer Service
- Additional details will be shared as transition efforts progress

# Periodic Data Matching (PDM)

- Scheduled to go live April 10
- Identifies members with potential conflicting coverage status (*Medicaid, Medicare, or deceased*)
- Impacted members will receive a notification and have 30 days to respond
  - If no response, coverage may be updated effective June 1
- Expected to appear in member dashboard



# Authenticator (MFA) Issues

- Intermittent MFA login issues reported
- Users may need to enter multiple codes before successful login
- Some users experience delays after code entry
- Issue has been escalated and is under review
- Report issues via Partners Inbox
- Proposed workaround: wait for the code to expire and use the next code, clear cache, or retry 15 minutes

# New Process: Medicaid Systems Update

- HCA launched a new claims management system — Turquoise Claims
- Replaces the NM Medicaid Provider Web Portal and OminiCaid
- This is not an eligibility system, but it impacts how eligibility is accessed
- Users must create an account through [Yes.NM.gov](https://www.yesnm.gov)
- Training and user guides are available through the HCA website
- Find more information here: <https://www.hca.nm.gov/turquoise-claims/>



# Customer Service Improvements

- Reduction in RFI-related SEP issues
- Improved handling of Support Requests
- Enhanced communication and detail in updates
- Ongoing training for Customer Service Teams
- Continued improvements in TimeTap usage

# Website Updates

- Assistance Network webpage redesign launching April 1
- Improved organization and accessibility of resources
- Updates to partner landing page
- Easier access to training materials, contacts, and updates
- Ongoing enhancements based on partner feedback



# PY27 Certification

- Certification period: July 1- Aug 31.
- New learning tracks based on partner feedback
- Fast-track option for experienced partners (details coming)
- Time Tap: Eligibility to be listed will reopen during the certification period
- Reminder: ensure license renewals and carrier contracts are current
- Eligibility limited to NM and bordering states

# Ongoing Reminders

- VOA meetings: last Tuesday of each month
- Dental-only enrollments must be processed via Customer Service
- Partner Survey remains open – feedback encouraged.
- Chelley's Office Hours: April 1 & 22





**Bewell**

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Health Insurance  
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