



Personal Care Services & Behavioral Health Provider Training Announcement

2026 Training Dates & Times:

May 20: 9:30 to 11:30 a.m.

May 21: 11 a.m. to 1:30 p.m.

August 25: 9 to 11:30 a.m.

August 26: 11 a.m. to 1:30 p.m.

November 10: 9 to 11:30 a.m.

November 11: 11 a.m. to 1:30 p.m.

Registration Link:

<https://phs.swoogo.com/cir26>

Who should attend?

Turquoise Care PCS Providers

Turquoise Care BH Providers

Support Broker Agencies

Home Health & Hospice Agencies

CareLink Providers

New to reporting? You will learn:

- **What** a critical incident is
- **Who** is required to file a critical incident report
- **Why** critical incident reporting is important
- **When** to submit a critical incident

The training will cover:

- Learn reporting & documentation requirements
- Receive valuable resources for reporting

Questions? Contact:

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(505) 923-7073

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April 27, 2026

Dear Turquoise Care Provider,

We are happy to announce 2026 Critical Incident Reporting Trainings. To present the training information, the Turquoise Care Managed Care Organizations (MCOs) and the New Mexico Health Care Authority (HCA) will be conducting **required** trainings for all personal care services (PCS) providers, behavioral health (BH) providers, support broker agencies, home health and hospice agencies, and CareLink providers.

In 2026, this training is scheduled on multiple dates throughout the year to provide participants with a range of attendance options. Please be advised that, when registering for a training session, you will be required to submit your agency's National Provider Identifier (NPI) number, business email address and name.

For your convenience, these trainings are available via **webinar only**. After you sign up using the registration link, an email will be sent to you with confirmation of your registration and the meeting information.

Thank you for registering to participate in Critical Incident Reporting Training for providers. We appreciate the high quality of care you provide for our members, delivered at the right time and in the right setting.

Sincerely,

Lindsey Grazier, RN, BSN
Quality Critical Incidents Manager
Presbyterian Health Plan

Such services are funded in part with the State of New Mexico

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