



Personal Care Services & Behavioral Health Provider 2026 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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We are happy to announce the required 2026 Critical Incident Reporting Training schedule.

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.

The training is scheduled on multiple dates throughout the year to provide participants with a range of attendance options. For your convenience, these trainings will be **offered via webinar only**.

Please select the date that works best for your schedule and follow the link to register. You will be required to submit your agency's National Provider Identifier (NPI) number, business email address and name.

After you register, you'll receive an email confirmation with the meeting information.

We also encourage you to review the [Critical Incident Reporting pre-training materials](#). These provide an overview of regulatory requirements, roles and responsibilities and common terms or acronyms you should be familiar with.

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.

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

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