



Personal Care Services & Behavioral Health Provider Training Announcement

Date and Time:

October 7, 2025, 9 to 11:30 a.m.

October 9, 2025, 1 to 3:30 p.m.

Registration Link:

<https://phs.swoogo.com/pcscir25>

Who should attend?

Turquoise Care PCS Providers
Turquoise Care BH Providers
Support Broker Agencies

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 new reporting and documentation requirements
- Receive valuable resources for reporting

Questions? Contact:

[Nancy Parson](#)

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30 September 2025

Dear Turquoise Care Provider,

We are happy to announce that there will be new critical incident reporting requirements designed to reduce administrative burden while still ensuring our shared members' health and safety. To present these updates, the Turquoise Care Managed Care Organizations (MCOs) and the New Mexico Health Care Authority (HCA) will be conducting trainings for **all** personal care services (PCS) and providers, behavioral health (BH) providers and support broker agencies.

Although you may have participated in training within the last year, **reporting requirements will be changing and attendance at this new training is required.** Attendance will ensure that providers meet their contractual obligations.

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 our members, delivered at the right time and in the right setting.

Sincerely,

Nancy Parson
Vice President, Clinical Operations
UnitedHealthcare

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

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