



STATE OF NEW MEXICO
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NEWS RELEASE

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New online unified portal launching this fall for access to New Mexico health and human services

SANTA FE – The Human Services Department will launch a new web portal this fall designed to direct New Mexicans to all types of health and human services across state agencies – that fits their needs.

The unified portal is the next step in creating a simplified, mobile-friendly website and application process to streamline the eligibility and enrollment for services such as Medicaid, behavioral health, child support, and the Supplemental Nutrition Assistance Program (SNAP).

The unified portal will also create an entry point for individuals seeking help with services administered by other New Mexico state agencies such as child care assistance and the Women, Infants and Children (WIC) program.

“The unified portal is a key step in making access to benefits as accessible as possible in an easy-to-use system statewide across health and human service agencies,” said Kari Armijo, deputy secretary for the Human Services Department. “The very first thing a new applicant needs to be able to do -- and do easily -- is find out what benefits they might qualify for and find out how we can meet their needs. The portal will help achieve this.”

The portal project is the cornerstone of New Mexico’s customer-facing modernization initiative through the Health and Human Services 2020 information technology project and is being implemented in partnership across the Human Services Department, the Department of Health, the Children, Youth, and Families Department, the Aging and Long-Term Services Department, and the Early Childhood Education and Care Department.

The new portal will simplify the experience of applying for or renewing New Mexico’s health and human services benefits. The mobile-friendly portal will provide customers with personalized information about their program enrollment, information and details about their benefits, application assistance, and tailored referrals across agencies.

The portal should be available by November.

We talk, interpret and smile in all languages. We provide written information to our customers in both English and Spanish and interpretation services are available in 58 languages

through our provider, [CTS Language Link](#). For our hearing, and speech impaired customers, we utilize [Relay New Mexico](#), a free 24-hour service that ensures equal communication access via the telephone to individuals who are deaf, hard of hearing, deaf-blind or speech disabled.

The Human Services Department provides services and benefits to 1,051,755 New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.

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