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New Mexico Health Care Authority Receives Collaboration Across Boundaries Award *Casa Medicaid initiative recognized for using technology to strengthen collaboration across New Mexico's Medicaid Enterprise*

SPOKANE, WA — September 28, 2026: The American Public Human Services Association (APHSA) is pleased to recognize the **New Mexico Health Care Authority (HCA)** with the **Collaboration Across Boundaries Award** for **Casa Medicaid – The Neighborhood that Medicaid Built**, an innovative approach to modernizing New Mexico's Medicaid Enterprise by bringing agencies, technology partners, providers, and other stakeholders together around a shared vision.

The Collaboration Across Boundaries Award was presented during APHSA's [IT Solutions Management for Human Services \(ISM\) Education Conference & Expo 2026](#), taking place September 27–30 in Spokane, WA. The award recognizes the use of technology to support collaboration and integration across traditional program or organizational boundaries while highlighting innovation, creativity, and measurable positive results. Casa Medicaid exemplifies this approach by pairing technology modernization with a new model for how partners work together.

HCA serves more than 800,000 New Mexicans and works across a complex network that includes five cabinet agencies, four Medicaid Managed Care Organizations, thousands of providers, federal partners, and multiple technology vendors. After more than 25 years of relying on systems built and managed independently, HCA recognized that modernizing Medicaid would require more than replacing aging technology. It would also require changing how partners worked together.

That realization became the foundation for Casa Medicaid and its “neighborhood” approach. Like a neighborhood, where individual homes serve different purposes but share streets, infrastructure, and community expectations, HCA created a Medicaid Enterprise in which specialized systems and partners could operate independently while remaining connected through shared governance, standards, data, and accountability.

Rather than asking, “How does my project succeed?” partners were encouraged to ask, “How do we succeed together?”

HCA reinforced this approach through cross-functional governance that brought executive leadership, business owners, architects, vendors, managed care organizations, and operational staff together to collectively prioritize work, coordinate releases, address risks, and measure progress.

A key component was Partner Palooza, an enterprise-wide collaboration forum designed not simply to report project status, but to solve problems together. Implementation partners, state leaders, and operational stakeholders mapped dependencies, aligned schedules, addressed integration challenges, and shared lessons learned. These relationships helped increase transparency, accelerate decision-making, and build shared ownership across organizational boundaries.

Collaboration was also embedded in the constituent experience. Providers, managed care organizations, and agency staff participated in usability testing, user research, and implementation readiness activities, with their feedback informing workflows, training, system enhancements, and release planning.

The modernization effort is already producing measurable results. Automation has significantly reduced manual processing of paper Medicaid claims, shortened processing times, improved data quality, and saved thousands of staff hours annually. The technology is also designed as a shared service that can support other programs and evolving federal requirements.

Shanita Harrison, Deputy CIO at the New Mexico Health Care Authority, said, “Through Casa Medicaid, New Mexico has demonstrated how technology can serve as a foundation for collaboration rather than simply a system replacement. By connecting agencies, vendors, providers, and other partners around shared goals and accountability, HCA has built a Medicaid *neighborhood* designed to deliver better results for the people and communities it serves.”

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About APHSA: The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, APHSA works with its members to generate pragmatic solutions grounded in lived experience. For more information, visit aphsa.org.

Media Contact: Jessica Garon, jgaron@aphsa.org

