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New Mexico Health Care Authority Receives Best Use of Technology for Operations Award *AI-powered Intelligent Document Processing transforms paper Medicaid claims processing, reducing processing times and saving thousands of staff hours*

SPOKANE, WA — September 29, 2026: The American Public Human Services Association (APHSA) is pleased to recognize the **New Mexico Health Care Authority (HCA)** with the **2026 Best Use of Technology for Operations Award** for *Intelligent Document Processing: Transforming the Medicaid Mailroom*, an AI-powered solution that has dramatically reduced the time and manual work required to process paper Medicaid claims.

The Best Use of Technology for Operations 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 innovative use of technology to enhance and improve internal productivity, with a focus on the business operations of a human services agency.

Some Medicaid providers, particularly smaller and rural providers, continue to submit paper claims. Processing these claims required HCA staff to manually sort documents and re-enter information from scanned forms, while errors, unclear handwriting, and missing information added complexity to a process that could take up to 30 days.

To address these challenges, HCA developed an Intelligent Document Processing (IDP) system that uses artificial intelligence (AI) and machine learning to automate document classification, data extraction, validation, and workflow routing. High-confidence claims can move through the process automatically, while those requiring additional attention are directed to staff for review.

In less than a year, the results have been significant. Today, 60 percent of paper Medicaid claims are fully automated with no human intervention, with approximately 230,000 claims processed annually through the solution. Processing time for remaining claims has fallen from as many as 30 days to approximately two days.

The technology is also saving HCA an estimated 17,000 staff hours annually—the equivalent of 7.5 full-time employees—while reducing data-entry errors by approximately 30 percent. A claim that typically takes a person about 15 minutes to review can be processed by IDP in an average of two minutes and 39 seconds.

Initially developed for Medicaid claims, IDP has since been redesigned as a shared service that can support additional document-intensive processes across HCA. Its modular design allows the agency to expand the technology to other programs without building separate systems for each use case, creating opportunities to reduce manual work while preserving human review where it is needed.

Shanita Harrison, Deputy CIO at the New Mexico Health Care Authority, said, “The result is a modern intake system where paper no longer slows down service delivery—and the mailroom finally gets out of the way. Work moves faster without adding staff, helping HCA manage higher volumes while allowing our people to focus their time where human expertise is needed most.”

Through IDP, HCA is demonstrating how thoughtful use of AI can improve internal operations, reduce administrative work, and give staff more capacity to focus on the people and communities they serve.

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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.

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