



New Mexico Aging & Long-Term Services Department

Michelle Lujan Grisham, Governor
Emily Kaltenbach, Cabinet Secretary
Antoinette Vigil, Deputy Cabinet Secretary
Angelina Flores-Montoya, Deputy Cabinet Secretary

Date: October 15, 2025

Subject: Transition of Payroll Services

Dear New MexiCare Participants and Caregivers:

Please accept this letter as formal notification of the New MexiCare program's upcoming change in payroll services. Aging and Long-Term Services (ALTSD) is transitioning from one company, Aris Solutions financial management services, to a new company, Palco financial management services. As of January 1, 2026, Palco will be processing your payment.

This transition is part of our commitment to improving service quality and ensuring that your needs are met efficiently and effectively. Our **goal** is to make this change as seamless as possible, with **no interruption in the payroll services** you receive. To achieve this goal, we need your help.

You MUST complete your new enrollment no later than November 28, 2025, so that you don't experience a disruption in services. Participants and caregivers will receive notification via email from Palco by November 15, 2025, with important information regarding your new enrollment paperwork. If you do not have an email on file, please contact New MexiCare at 800-432-2080 and we will update your profile. The transition will launch with informational sessions. Please plan to attend ONE Informational Session. The timeline is:

Date	Description	Important Notes
10/28 at 1:00 p.m.	Palco Informational Session #1	Participants, caregivers, and authorized representatives will learn about their onboarding paperwork, timesheet submittal information, etc.
11/13 at 1:00 p.m.	Palco Informational Session #2	Participants, caregivers, and authorized representatives will learn about their onboarding paperwork, timesheet submittal information, etc.
12/7/2025-12/20/2025	ARIS Final pay period. Time submitted to ARIS for dates of service 12/7/2025- 12/20/2025	Pay Day Friday 12/26/2025 ARIS will not process any time after this date so be sure you have submitted everything!
12/21/2025	For any payments that need to be reissued due to lost pay checks only, please contact ARIS.	ARIS contact information 1-800-798-1658 (Monday-Friday between 8:00am and 5:00 p.m. (EST)) Additionally, you can email them at enrollment@arissolutions.org .

New Mexico Aging & Long-Term Services Department
8500 Menaul Blvd NE STE 350, Albuquerque, NM 87112
800-432-2080 | aging.nm.gov | [@newmexicoaging](https://twitter.com/newmexicoaging)



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Date	Description	Important Notes
12/22/2025	Last day to submit any time sheets to ARIS	ARIS will not process any timesheets after 12/22/2025.
1/1/2026	Palco First pay period for dates of service 12/21/2025-12/31/2025	Palco will process all timesheets going forward.
1/8/2026	Palco First Pay Day	Dates of service 12/21/2025-12/31/2025

If you have any questions regarding this transition, please contact New MexiCare at 1-800-432-2080 or email newmexicare@altsd.nm.gov or Palco at 1-866-710-0456 (Monday - Friday between 8:00 a.m. and 5:00 p.m. MST).

We appreciate your patience and cooperation during this process as we work to strengthen the quality and consistency of services provided under New MexiCare.

Sincerely,

Kyra Ochoa

Kyra Ochoa
Long-Term Care Division Director
New Mexico Aging Services

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