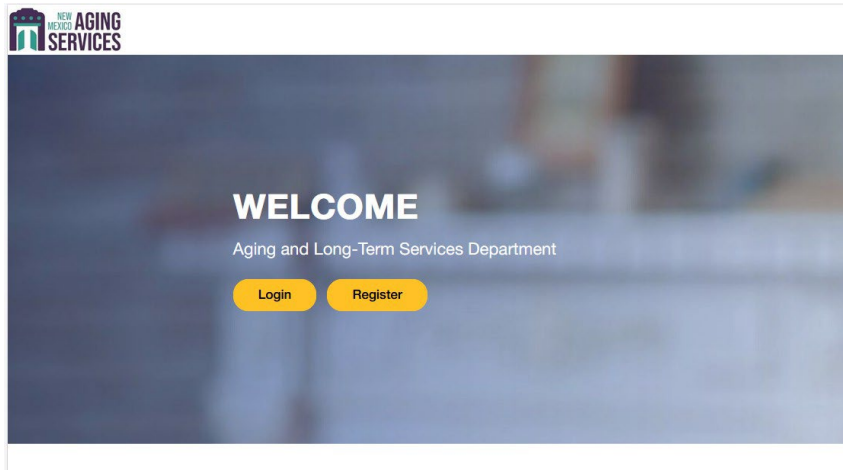


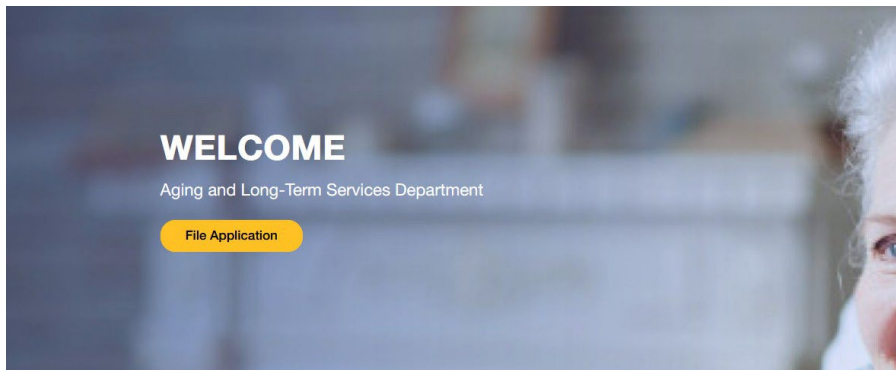
Instructions for Applicants Who Applied Before July 6, 2025

If you submitted an application before July 6, 2025 using the previous system, you will need to link your old application when using the new website.

1. Go to the NewMexicare Website : <https://ext-nm-altsd-prod.casexcellence.com/portal/public/#/public/nm-alt/en/home> and hit apply now.
2. Click “Log In” and enter your email address and password or register for a new account if you haven't already.



3. Click “File Application.” After you have successfully registered.



When prompted with the question, “**Have you submitted an application in the past?**”, select “**Yes.**”

NEW MEXICO AGING SERVICES

Start Filing

Have you submitted an application in the past?

Yes No

Case # *

SSN *

4. You will be asked to enter your Case Number and the Social Security Number (SSN) that was submitted with your original application.
5. If you do not know your Case Number or did not submit an application with your SSN, please call New MexiCare at 1-800-432-2080 for assistance.
6. Once your information is confirmed, you will be able to continue with your application in the new system.