

Making a payment through the Consumer beWellNm portal

The screenshot shows the beWellNm portal dashboard. At the top, there is a red banner with an important notice: "Important Starting with your 2022 coverage, you will make your premium payments to the New Mexico Health Insurance Exchange. For 2021, you should continue to send your premium payments directly to your insurance company." Below the banner, the user is logged in as "acluJan87". The dashboard includes a navigation menu with "Dashboard", "Benefits and Coverage", "Payments", "Local Help", "Documents", and "Message Center". The main content area is titled "Dashboard" and features a profile card with contact information (Email Address, Phone Number, Home Address) and a "View/Edit Profile" link. To the right, there is a "What I need to do" section with "Existing Application" (Go to Eligibility Application) and "2022 Eligibility Application" (Complete your Application). A "Contact Us" button is visible in the bottom right corner.

Setting up payment ACH or one time Credit/Debit Card payment

The screenshot shows the "Make First Month's Payment" form in the beWellNm portal. The form is titled "Make First Month's Payment" and includes the following sections:

- Payment amount:** Radio buttons for "Payment Amount: \$0.00" (selected) and "Other payment amount". The current payment amount is displayed as "\$0.00".
- Payment Method:** Radio buttons for "ACH" (selected) and "Credit/Debit".
- Account Details:** Input fields for "Payer Name*", "Bank Routing Number*" (with a "0/9" character count), "Account Number*", "Bank Name:", and "Verify Account Number*".
- Footer:** A link to "Click to Review Terms & Conditions".

The user is logged in as "acluJan87" and there is a "Return to Main Dashboard" link at the top right of the form area.

Knowledge based articles on Premium Billing

The screenshot shows a web browser window with the URL nfnwemexico.force.com/knowledgebase/article/Premium-Payments. The page features the BeWellNM logo and a search bar at the top. Below the navigation bar, the article title "Premium Payments" is displayed, along with a date of "Oct 30, 2021" and a "Knowledge" category. The "ANSWER" section provides information on starting January 2022 coverage, including details on single payments for health and dental premiums. It also covers "Enroll in Recurring Payments" and "Make a one-time payment online" options, listing accepted payment methods like Automated Clearing House (ACH) and Debit and Credit Cards. A blue arrow points from the "Automated Clearing House (ACH)" link in the recurring payments section to the "Premium Payments" link in the "TRENDING ARTICLES" sidebar. The sidebar also includes "RELATED ARTICLES" such as "Advance Premium Tax Credit (APTC)" and "Premium Billing Statements". A "CONTACT US" button is located in the bottom right corner.

PREMIUM BILLING

Premium Payments

Oct 30, 2021 - Knowledge

ANSWER

Beginning with your January 2022 coverage, you will pay your premium directly to the New Mexico Health Insurance Exchange (NMHIX). You can make a single payment for both health and dental premiums. NMHIX offers several convenient ways to pay your premium.

Enroll in Recurring Payments

You can sign up for Recurring Payments at any time. Log into your online account, go to 'Payments' and follow the steps to enroll in recurring payments. If you don't have an online account, you can create one at www.beWellnm.com. Or call our Customer Engagement Center at 1-833-862-3935 for assistance. We accept the following payment type for recurring payments:

- Automated Clearing House (ACH)

Make a one-time payment online

Log into your online account and go to 'Payments' and follow the steps to make a one-time payment. If you don't have an online account, you can create one at www.beWellnm.com. Or call our Customer Engagement Center at 1-833-862-3935 for assistance. We accept the following payment types for online one-time payments:

- Automated Clearing House (ACH)
- Debit and Credit Cards

Pay by Phone

RELATED ARTICLES

- Advance Premium Tax Credit (APTC) 119
- Premium Billing Statements 138
- Tax Credits and IRS Reconciliation 159
- Eligibility and Plan Renewal 254
- Help Paying for Costs 246

TRENDING ARTICLES

- Submitting Required Documents (Proofs)
- Premium Payments
- Enrolling in Coverage
- Who to Include in my Household
- Documents to confirm your household income

CONTACT US