



**Plan Year 2024 beWellnm Assistance  
Network LMS Navigation Guide  
For Agents, Brokers, and Enrollment Counselors**

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## Section 1: Introduction to the Assistance Network

BeWellnm has an Assistance Network consisting of agents, brokers, and enrollment counselors (agents, brokers, and enrollment counselors are referred to in this document collectively as “assisters”). Assisters must complete the annual Assister Certification Training to be designated as “certified” through beWellnm. This navigation guide applies to all assisters who wish to be certified through beWellnm. All assisters complete the same training.

### Agents and Brokers

Agents and brokers are trained insurance professionals who help consumers enroll in a health insurance plan. Agents may work for a single health insurance company; brokers may represent several companies. Both must be licensed in New Mexico and have signed agreements with beWellnm to sell Marketplace health plans. They may get payments (commissions) from insurance companies for selling health insurance plans.

### Enrollment Counselors

Enrollment counselors may be employed by beWellnm or may be employed by, or available at, hospitals, clinics, and schools. They help consumers through the eligibility and enrollment process free of charge. They also provide referrals for consumers who have needs beyond the Marketplace, such as those who need tax professionals or services from the Department of Insurance (DOI) or Social Security Administration (SSA).



## Section 2: Welcome to the beWellnm LMS

This navigation guide will help assisters understand how to use beWellnm's Learning Management System (LMS). It provides step-by-step instructions for how to:

- Set up an LMS user profile and account (or log in to an existing account)
- Navigate to the LMS to locate and complete the annual Assister Certification Training and the exam.
- Review and sign an agreement with beWellnm.
- Obtain a copy of a certificate.

## Section 3: Creating an LMS Profile

### A. Logging in to the LMS

Assisters should access the LMS at: <https://nmhix.edvance360.com/>.

New assisters will receive an email containing their login information. They should click on the link and enter their temporary password. They will then be prompted to update this information to their own secure password.

Assisters who were certified in 2023 can log in with their existing credentials. They will automatically be enrolled in the 2024 training course.



*Figure 1: LMS Login Page*

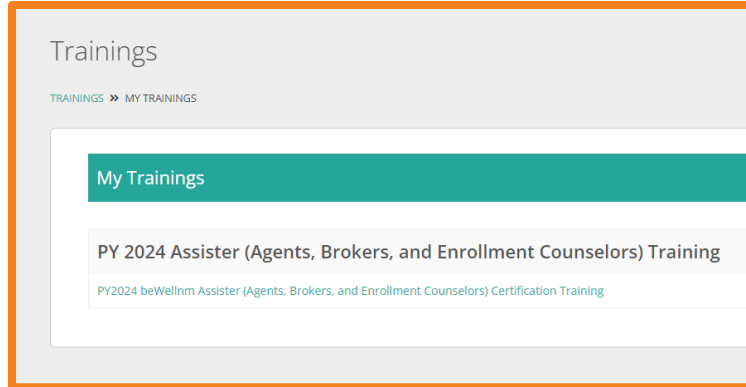
Assisters have access to the LMS and training course 24 hours a day, 7 days a week. Assisters should retain their username and password so that they can easily access the LMS for next year's certification.

Users should email [partners@nmhix.com](mailto:partners@nmhix.com) for help with the following issues only:

1. My password/username reset email did not arrive or the reset did not work.
2. I have no trainings available in the LMS.
3. I have another training question or technical issue regarding the LMS.

### B. Course Assignments for Plan Year 2024

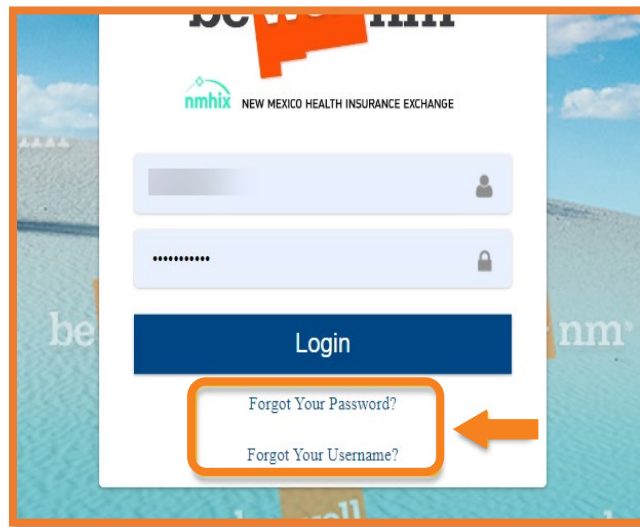
Below is a list of lessons that assisters are required to complete. All new and returning assisters will complete the same course.



*Figure 2: Training Assignments*

### C. Resetting Usernames and Passwords

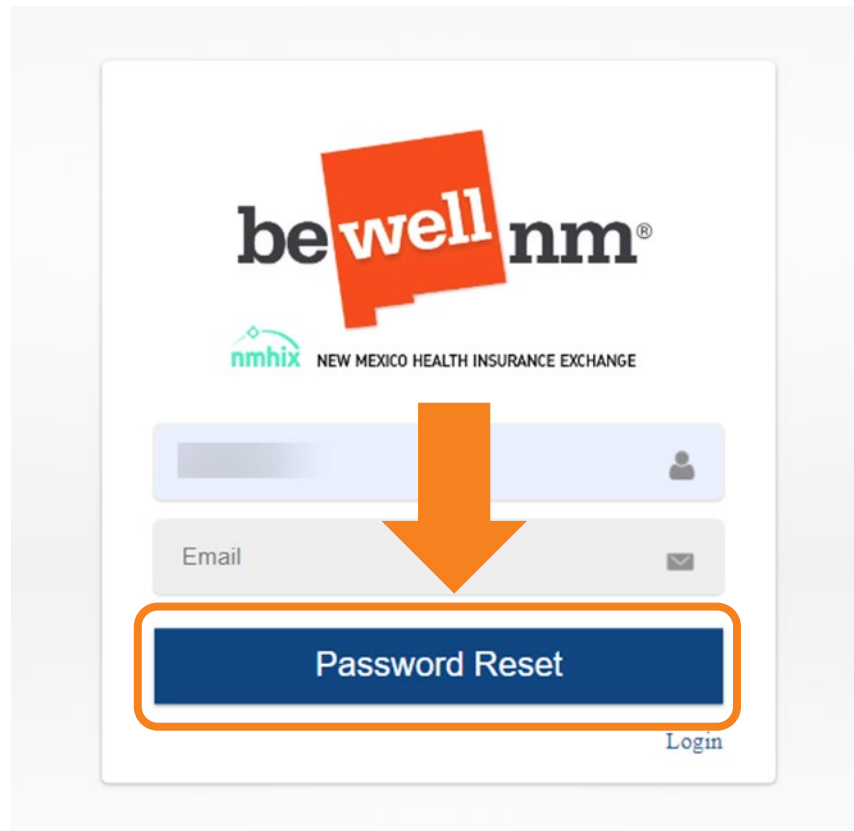
If a returning assister does not remember their username or password, they should click “Forgot Your Username?” or “Forgot Your Password?” on the Login page.



*Figure 3: Forgetting Username or Password Prompts on Login Page*

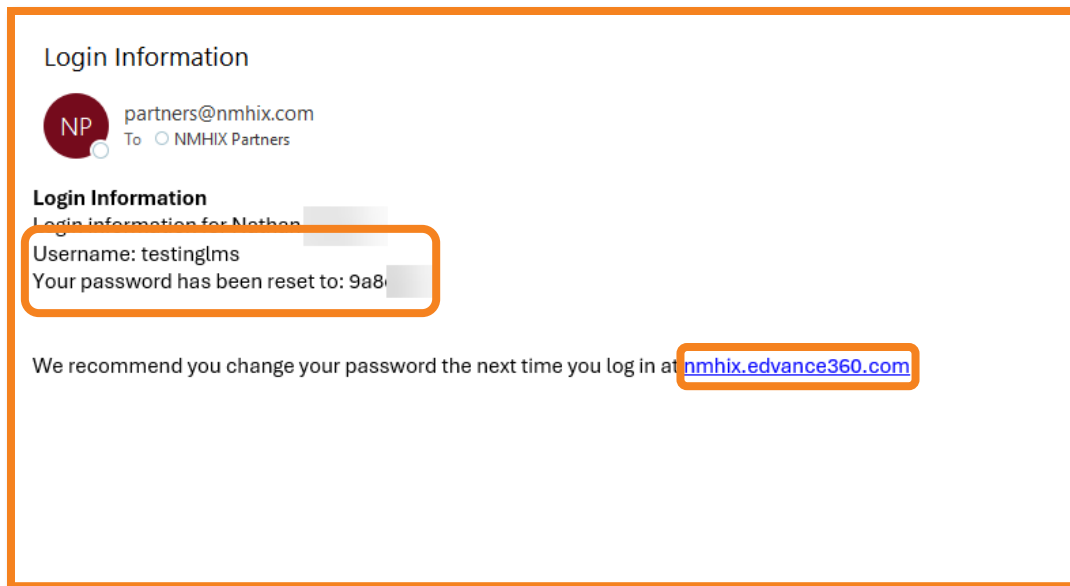
Assisters who have forgotten their username will enter their email address and click on the “Find Username” button. They will receive an email from [partners@nmhix.com](mailto:partners@nmhix.com) with their username.

Assisters who have forgotten their password should enter their username and email address, then click on the “Password Reset” button.



*Figure 4: Password Reset*

Once an assister receives the email, they should click on the link provided in the email and enter the provided temporary password.



*Figure 5: E-mail Containing Temporary Password*

Assisters will then be prompted to change their password from the temporary password to one of their choosing.

#### D. Tips to Ensure Communications are Received

Assisters should add [partners@nmhix.com](mailto:partners@nmhix.com) to their safe sender list to avoid missing certification communications and updates. All LMS and certification questions will go to [partners@nmhix.com](mailto:partners@nmhix.com).

A whitelist may help assisters struggling to receive beWellnm communications. A whitelist is a mechanism which explicitly allows some identified entities to access a particular privilege, service, mobility, or recognition. It is a list of people and entities allowed when everything is denied by default.

Agencies and organizations may have a Secure Firewall that may prevent/block some of the communications from beWellnm. There may be issues displaying certain screens, such as slide presentations.

If you are having difficulty logging in or viewing training, try:

- Clearing your cache in your browsing history.
- Turning off your organization's VPN, if you have one.

The following issues indicate that an assister may need to whitelist beWellnm:





- they have not received the Password Reset Request.
- they are not receiving any emails from [partners@nmhix.com](mailto:partners@nmhix.com) or from any NMHIX domain.
- they logged in successfully, but the lesson presentations are not working.

Assisters should contact their organization's IT department for help with these issues or to whitelist beWellnm. Assisters may also try logging in from a personal computer while on a home network as a work-around option.

## Section 4: Training Expectations

Assisters do not have to complete the lessons or exam within a certain time. They can save their work and log out until they are ready to proceed.

Assisters must view all lessons in the course and click the “Mark Complete” button after each lesson to obtain full credit.

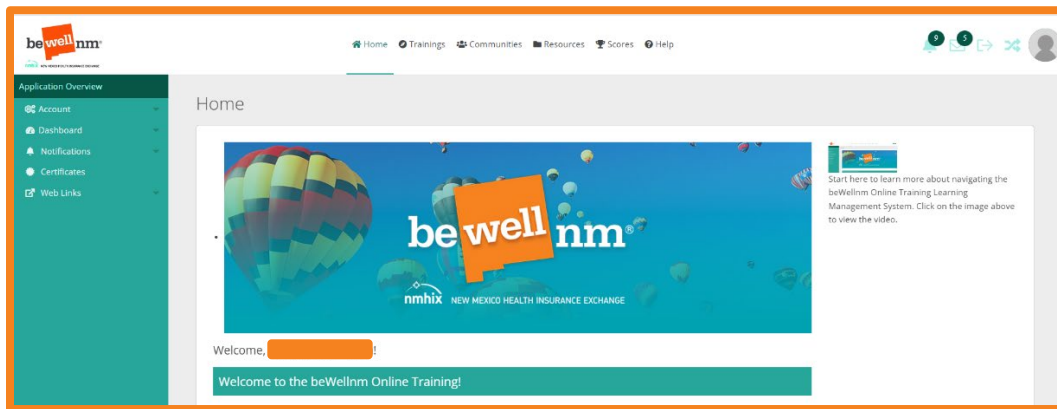
Assisters must score at least an 80% on the exam to pass. They will have unlimited time and unlimited attempts to achieve this score.

Assisters must complete the certification process, including the annual Assister Certification Training, every year to be able to assist consumers on the New Mexico Health Insurance Exchange for the applicable plan year. Training from previous years will not count for the current plan year.

## Section 5: Navigating the LMS

### A. Navigating the Home Page

The “Home” tab display is where assisters can update passwords and demographic information and use other applications that are helpful.



*Figure 6: beWellnm LMS Home Page*

Assisters will find the following tabs on the left navigation panel:

- **Account:** This tab can be used to update your profile, change your password, and access settings you can use to personalize your account.
- **Dashboard:** This tab displays your dashboard and widgets you can turn on and off to personalize your account. Widgets allow users to update settings for the calendar, course progress, and displayed courses.
- **Notifications:** This tab allows assisters to view course alerts history, course announcements, and community announcements, as appropriate for each assister.
- **Certificates:** This tab is where assisters can view and print their certificates.
- **Web Links:** This tab contains quick access links to sites and resources assisters may find helpful.

Assisters will find the following tables on the top navigation panel:

- **Home:** This tab will take assisters to the home page of the beWellnm LMS.
- **Trainings:** This tab will take assisters to a list of the trainings in which they’ve been enrolled.
- **Communities:** This tab is a place where assisters can find more information. Not all individuals enrolled in training on the beWellnm LMS will be enrolled in a Community.

- Resources: This tab is a location to save and store files. Not all will have access to this tab.
- Scores: This tab is where test scores as well as certificates can be accessed.
- Help: This tab can be used if assisters have questions about the LMS

In addition to this guide, there are also two short videos available to help assisters navigate the LMS. The first is located on the LMS Home page and shows assisters how to navigate the home page.

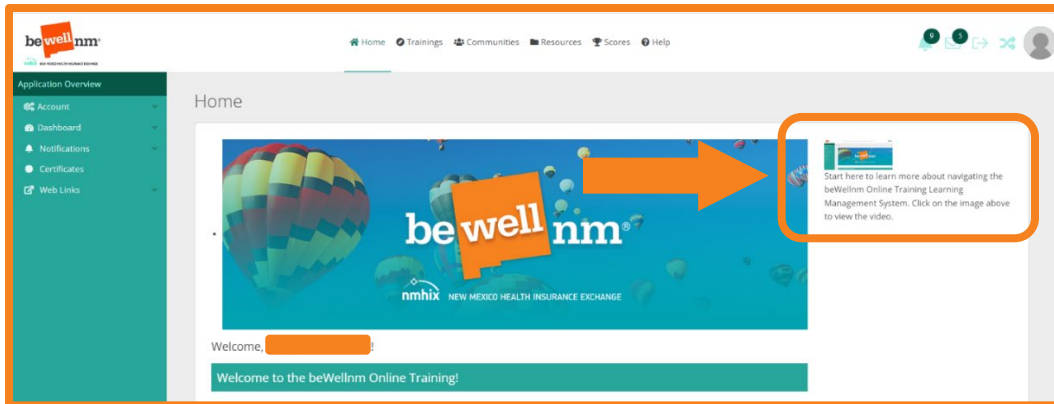


Figure 7: Location of LMS Home Page Navigation Video

The second is located on the home page of the training and shows assisters how to navigate the training. Once an assister enters the training, they should click on the banner at the top titled “Watch Introduction Video.”

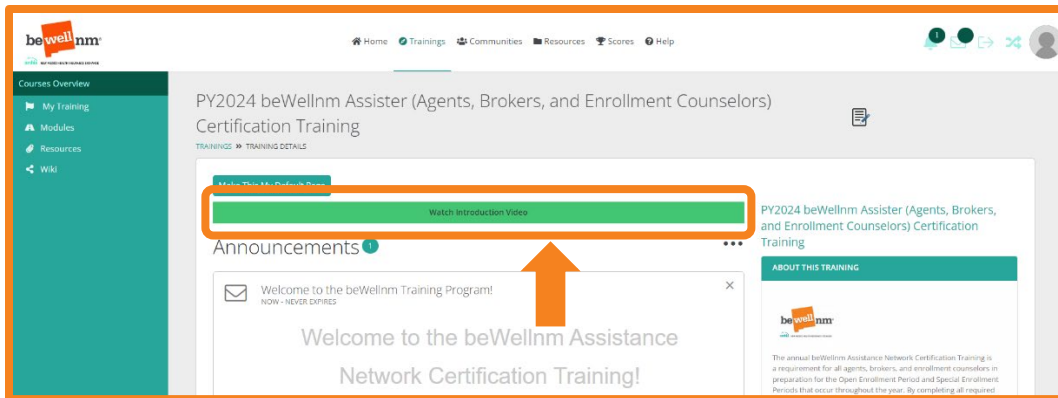


Figure 8: Location of Training Navigation Video

## B. Locating Training

1. Click on “Trainings.”
2. Click on “My Trainings.”

3. Click on the desired training hyperlink to begin reviewing the training.  
**Note:** Training titles may change year to year.

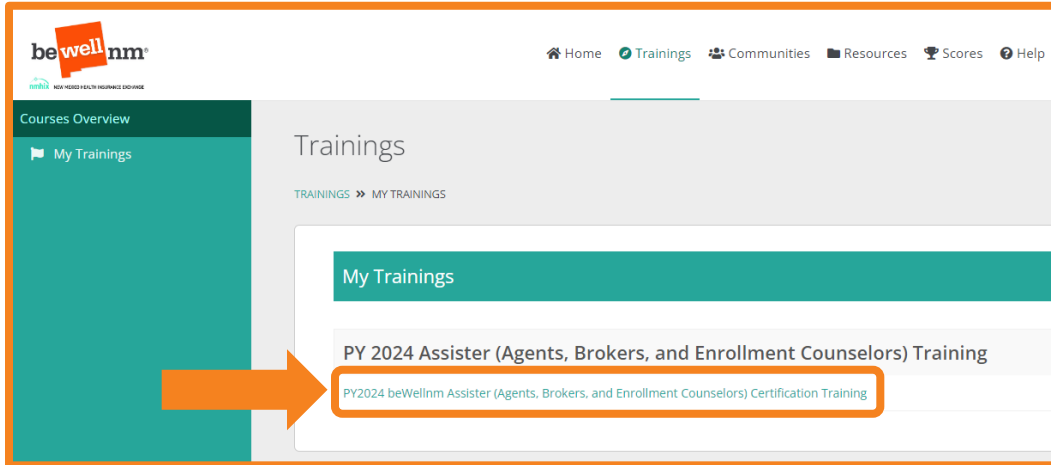


Figure 9: Assister Training Location

### C. Viewing Modules

1. Click on “Modules.”
2. Click on the name of the module to begin reviewing the module.  
**Note:** Module titles may change year to year.

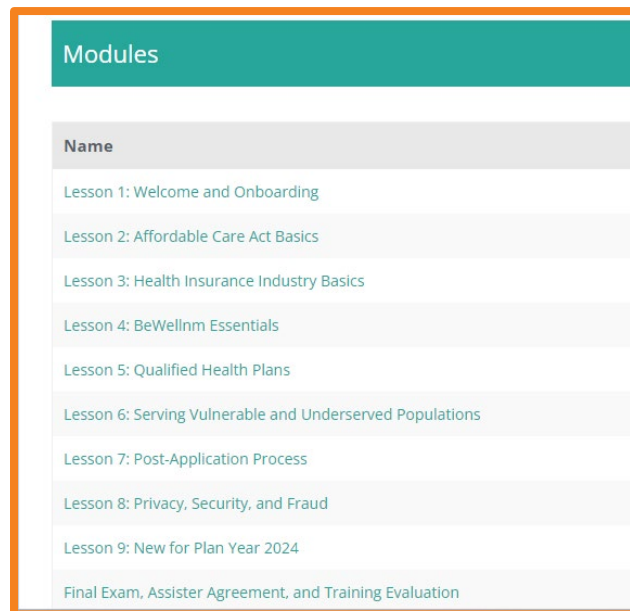


Figure 10: Modules in Training

## D. Completing Modules

Assisters must click on the “Mark Complete” button at the end of each module item to get full credit for the module.

**Note:** Skipping this step will delay the certification process. If an assister does not click on the “Mark Complete” button for all modules in the LMS, the system will not reflect that the Training has been completed and will not generate a certificate, even if they pass the exam.



Figure 11: "Mark Complete" Button

## E. The Final Exam, Agreement, and Assessment

All questions on the exam are one of three question types: true/false, multiple choice, or multiple answer. There are 50 questions on the exam. Assisters must score 80% or higher. Assisters have unlimited time and unlimited attempts to achieve this score.

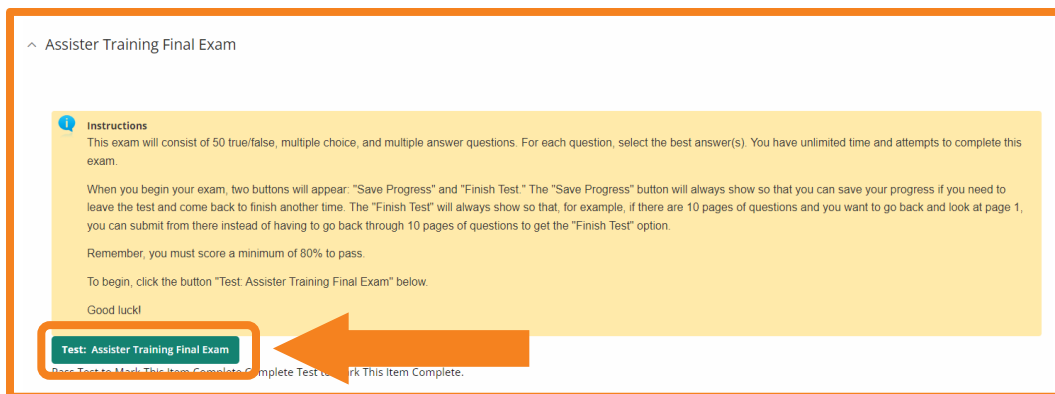
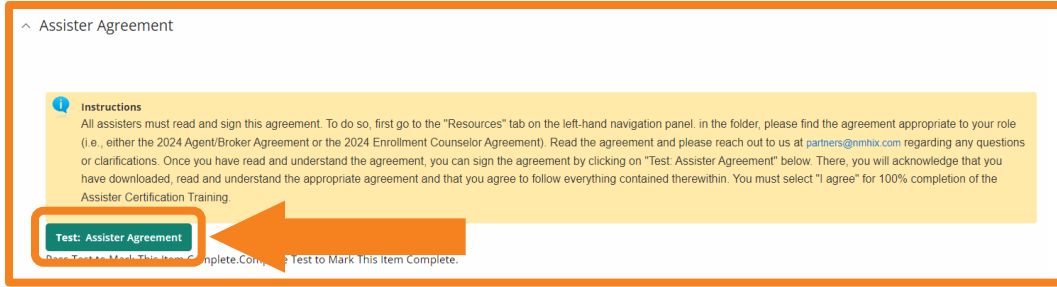


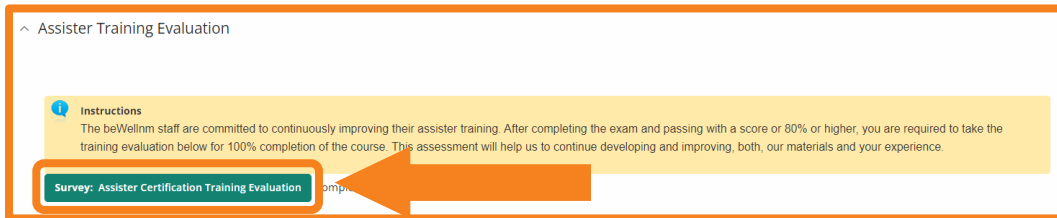
Figure 12: Assister Training Final Exam

After the assister passes the exam, they will review and sign a certification agreement with beWellnm.



*Figure 13: Assister Agreement*

Assisters should also complete the Assister Certification Training Evaluation and provide feedback about their experience with the annual Assister Certification Training. This evaluation allows beWellnm to continue to improve the training experience for assisters.



*Figure 14: Assister Training Evaluation*

## Section 6: Printing a Certificate

Upon completing the training by clicking “Mark Complete” after every module item and achieving the minimum score on the final exam (80%), the LMS will generate a certificate. BeWellnm recommends that assisters print a copy of their certificate; they may be asked by other organizations, carriers, and/or consumers for a copy. BeWellnm also recommends that assisters display this certificate in their office as it helps consumers know that the assister is certified by beWellnm.

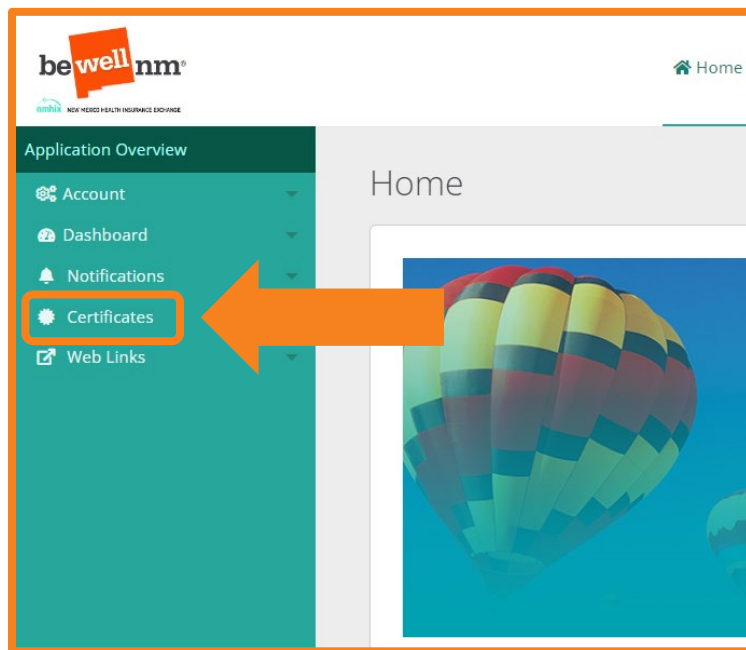


Figure 15: "Certificates" Tab



## Section 7: Establishing Portal Access

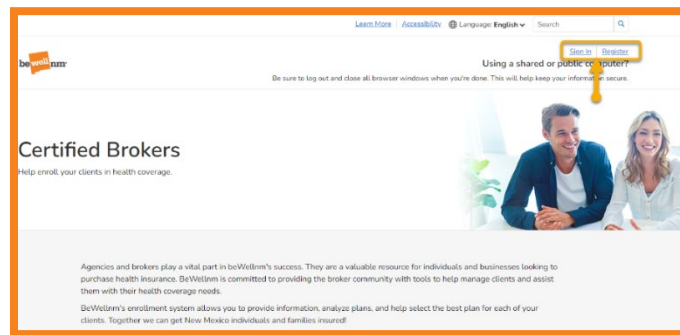
### A. General

After an assister has their certificate, they will need to register with either the beWellnm Broker Portal or Assister Portal, depending on their role.

Agents and Brokers will use the [Broker Portal](#) and Enrollment Counselors will use the [Assister Portal](#).

### B. Agent/Broker Portal Set Up Expectations

New agency owners and independent brokers must register at: [Broker Portal](#)



*Figure 16: Broker Portal*

**Important:** Agency owners must register their agents and send an invitation from the agency. Agents will see a “Pending” status in the beWellnm eligibility and enrollment system portal until they have completed training and been certified by beWellnm.

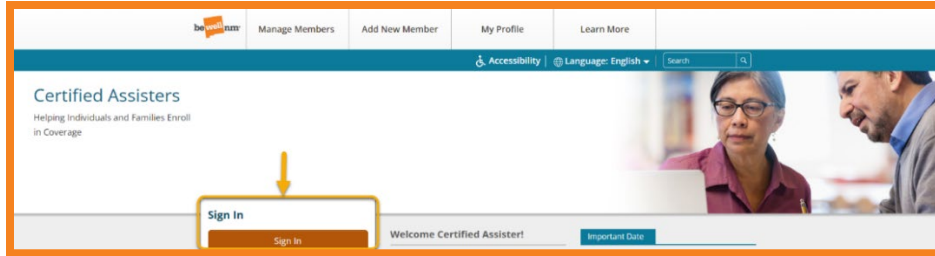
New independent brokers will also see a “Pending” status in the beWellnm eligibility and enrollment system portal until their certification is complete.

Returning brokers need no additional set up and may sign in using their existing credentials.

### C. Enrollment Counselor Set Up Expectation

New enrollment counselors will receive an invitation email to register with the Assister Portal of the beWellnm eligibility and enrollment system once they have been certified by beWellnm.

Once the enrollment counselor registers using the invitation link, they can log in at: [Assister Portal](#).



*Figure 17: Enrollment Counselor Portal*

**Important:** If an enrollment counselor attempts to create a beWellnm ID before completing registration using the invitation link, an error will display on the screen.

Returning enrollment counselors will login with their credentials from the previous plan year.



## Section 8: Contact Us

### General Assistance

For general assistance call our Customer Engagement Center at: 1-833-862-3935.

Assisters can also access the [beWellnm Glossary of Health Insurance Terms](#).

### Training and LMS Assistance

For issues or questions related to the LMS or the training trainings, please email [partners@nmhix.com](mailto:partners@nmhix.com).

### Resources:

For issues or questions related to the Broker Portal, please email [brokers@nmhix.com](mailto:brokers@nmhix.com).

For general assistance, please call our Customer Engagement Center designated broker line at: 1-833-862-3935 and press option 5.