



# BeWell Agency and Agency Associated Broker Registration and Account Creation Guide.

## Certified Brokers

[Sign In](#) | [Register](#)

Help enroll your clients health coverage



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## Welcome

This guide provides the step-by-step details of how to register Agency/ Broker Portal users on the BeWell platform and create their BeWell ID. In addition, this document also covers the details of adding a Broker under Agency and Associated Broker.

## User Role for Broker Portal

**Principle Agency Admin** – Employs multiple brokers who can help an individual apply for coverage and enroll in a QHP through BeWell. The principal Agency Administrator might themselves be a licensed broker as well. Principle Agents only use the agency NPN to set up the agency. Since a principal agency administrator is responsible for setting up agency associated brokers, they will need to use the broker NPN for the setup of brokers working for the agency. **The agency NPN should never be used to set up an agency associated broker.** Principle Agents are responsible for sending the invitation to the agency associated brokers for profile creation.

**Agency Associated Broker** - is a licensed person who can help an individual apply for coverage and enroll in a QHP through BeWell. They are associated with an Agency.

Registering and creating a BeWell ID is an essential part of setting up New Brokers onto the BeWell platform to sell Marketplace plans.

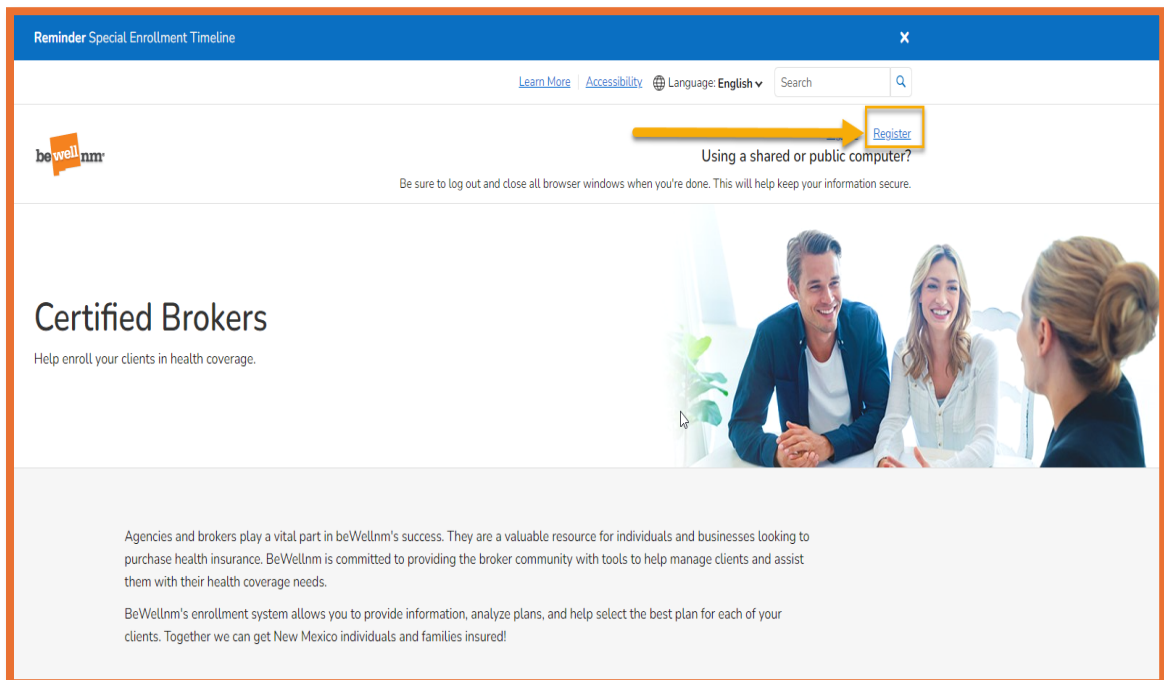
BeWell is the marketplace for health and dental insurance. Agencies, Agents and Independent Brokers can use the Broker Portal to help individuals apply and enroll in health insurance coverage.

# Agency User Registration and Account Creation

To register on the BeWell platform and create your BeWell ID as an Agency user, follow the steps listed below. Agency owners will have two usernames, one for agency activities for adding associated brokers and one for broker activities to set up consumer enrollments.

**Important Notice:** Carriers will only pay out commissions for enrollments that include the broker NPN on the enrollment application. Remember to set up your broker profile within the agency using only the broker NPN.

1. Navigate to the Broker Portal:  
<https://getcovered.bewellnm.com/broker/>
2. Click the "Register" link.



3. Click on Create BeWell ID.

**Note:** This takes you to the Create BeWell ID page for you to enter your profile information.

Sign In With Your beWellnm ID

beWellnm ID or email address

Password

Sign In

Additional options:

- Create beWellnm ID
- Manage your beWellnm ID
- What is beWellnm ID?

[Forgot beWellnm ID](#) | [Forgot Password](#)




Please be “Cautious” about Creating Duplicate Accounts/username as it could delay the setup process.

4. Enter in all required fields and *click on* "I Agree."

Note: Principal Agents must use the agency's Email address not an individual address.

## Create beWellnm ID

beWellnm ID securely manages your account so that you can use one beWellnm ID and password to sign in to all integrated applications.

 Already have beWellnm ID? [Sign in now](#)

### Profile Information


First name

Last name

Date of birth  
  
mm-dd-yyyy


### Sign In Information

Your email address

Create beWellnm ID  
 


Your beWellnm ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents

Create password  
 

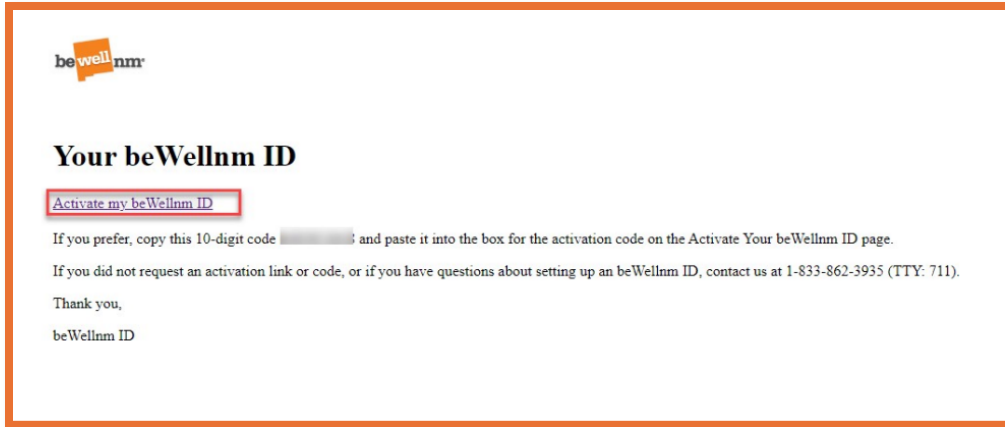
Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

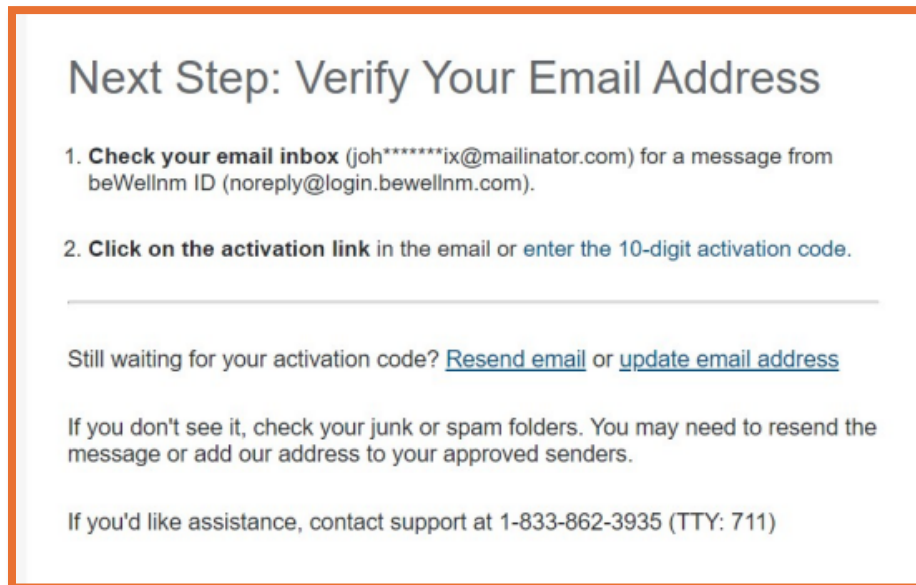
Type password again  
 

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the beWellnm ID service. If you do not agree, click Cancel and do not use any aspect of the beWellnm ID service.

5. Check your email and *select* "Activate BeWellID".



## 6. Verify the Agency Email Address



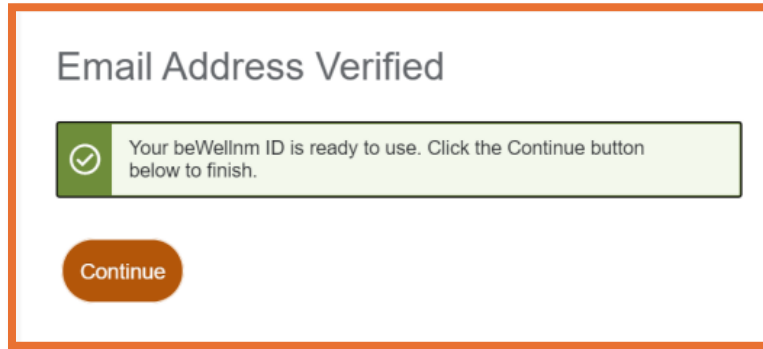
- a. Check your email box for a message from BeWellID noreply@BeWell.com.
- b. *Click on the activation link* in the email or enter the *10-digit activation code*.

**Note:** *If you're still waiting for your activation code - Click on "Resend Email" or "update email address".*



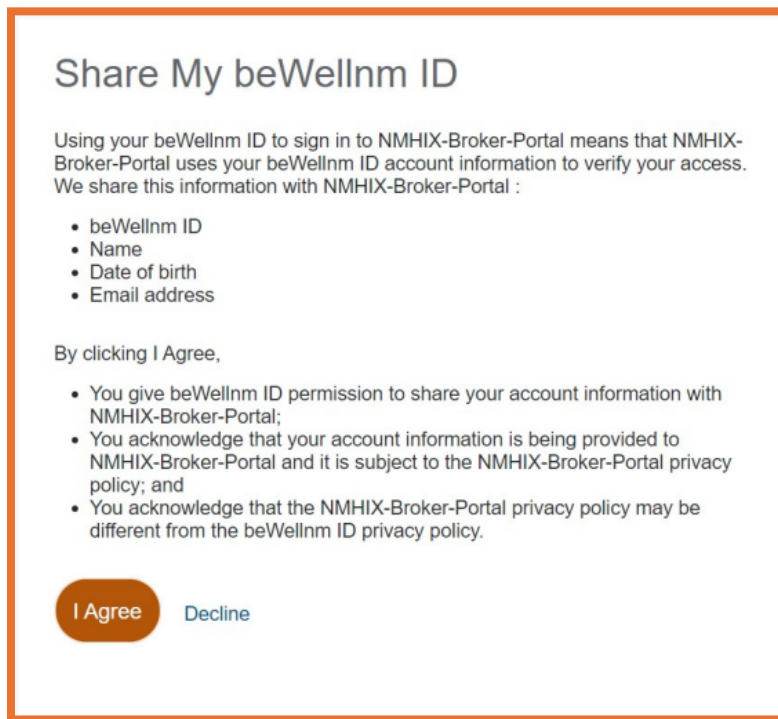
If you have not received the email, check your *junk or spam* folders. You may need to resend the message or *add our address to your approved senders list email settings*.

7. Click "Continue" to verify your Email Address.



8. Click "I agree" to acknowledge the NMHIX Broker Portal Privacy Policy.

**Note:** This takes you to the Profile page



9. Select the role type **“Agency”**.

**Profile**

*When you see an asterick (\*), you must complete the field.  
When you see an **i**, hover or roll over it with your mouse or select it by pressing the Tab key on your keyboard to get the definitions and learn more.*

Please select the role type you would like to perform \* **i**

Agency  Broker

10. Complete the required Agency Information:

\*Agency Name: Name of the Agency

\*Agency Tax ID: Agency Tax ID.

\*National Producer Number (NPN): The Agency NPN is important to add so that the agency is identifiable along with the agent. Do not enter the NPN of a Broker who would also like to have their Broker account on the BeWell platform.

**Agency Information**

Agency Name \*

Agency Tax ID \*      National Producer Number (NPN)

11. Complete the required fields in the Agency Admin Information section.

The screenshot shows a form titled "Agency Admin Information" enclosed in a red border. The form contains several input fields, some of which are pre-filled with placeholder text. The fields are:

- First Name \***: A text input field containing the placeholder "R".
- Middle Name**: A text input field.
- Last Name \***: A text input field containing the placeholder "P".
- Suffix**: A dropdown menu with "Suffix" selected and a downward arrow.
- Email Address \***: A text input field containing the placeholder "yopmail.com".
- Username \***: A text input field containing the placeholder "yopmail.com".
- Social Security Number \***: A text input field.
- Date of Birth (MM/DD/YYYY) \***: A text input field.
- Spoken Languages \***: A dropdown menu with "Select one or more" selected and a downward arrow.

12. Complete the required fields in the "Home Address" of principal Agent.

**Home Address**

Street Address \*

---

APT/Unit #

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City \*                      ZIP Code \*                      County \*                      State

\_\_\_\_\_                      \_\_\_\_\_                      County                      State

\_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_

13. Complete the required fields in “Mailing Address” of Agency Admin or select the checkbox next to Select if it is the same as Home Address.

**Mailing Address**

Select if it is the same as Home Address

Street Address \*

---

APT/Unit #

---

City \*                      ZIP Code \*                      County \*                      State

\_\_\_\_\_                      \_\_\_\_\_                      County                      State

\_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_

14. Complete the required fields in "Contact Details" of Agency Admin.

The screenshot shows a form titled "Contact Details" with the following fields:

- Phone Number \***: A text input field.
- Extension**: A text input field.
- Phone Type**: A dropdown menu with "Cell" selected.
- Fax Number**: A text input field.

15. Click "Create Profile".

**Note:** The U.S. Postal Service Address Search dialog box appears.

16. Select the standardized address from the options listed and click Continue.

**Note:** An automated email is generated and sent to you upon your profile completion. After this, the next step is to verify your identity.

**U.S. Postal Service Address Search**

We searched the U.S. Postal Service with the information you entered. If the address(es) we found below match your address(es), please select it. If an address is wrong or not found, cancel and try to add more information to help match your address(es).

Review Member's Home Address:

You Entered:

[Redacted] County: MCKINLEY

Gallup, NM 87301

We Found:

[Redacted] County: MCKINLEY

GALLUP, NM 87301

**Continue** **Cancel**

**17. Remote Identification Proofing (IDP) Verification (Agency Admin)**

- a. Read the message that appears on the ID Proofing page before you access the IDP questionnaire.

**Note:** By continuing, you agree to allow Experian (the IDP agency) to access your personal information to prove your identity

**ID Proofing**

[About Identity \(ID\) Proofing](#)

Before you can apply, you will need to prove your identity online through a process called Remote Identity Proofing (RIDP). By continuing, you agree to allow Experian - the ID proofing agency - to access your personal information to prove your identity.

Remember:

- Be sure to enter your correct legal name, current home address, primary phone number, date of birth and email address.
- Experian uses your consumer report profile to confirm your identity and creates something called a soft inquiry. Soft inquiries are visible only to you, the consumer, and no one else. Soft inquiries have no impact on your credit report, history, or score other than being recorded and maintained for 23 months. The soft inquiry will be called "CMS Proofing Services."
- Experian may ask personal questions to help prove your identity through RIDP.

**What happens if your information can't be proven online**

If your identity can't be proven online, you may need to send proof of your identity to beWellnm.

[? Find places to get help](#)

**You may need:**

- ▶ Social Security Number
- ▶ Home Address

**Estimated time for this section: 2 to 5 minutes**

b. Click Save and Continue.

**Note:** The questionnaire on the Identity Verification page appears.

c. Select all the correct answers from the questionnaire.

**Note:** The questions that appear on the questionnaire page are randomly selected based on information contained on each person's consumer report file.

d. Click Save and Continue.

i. If the IDP process does not pass, you are navigated back to the "My Profile" page and given three attempts to correct the errors. After three failed attempts you will receive a final error message indicating your identity cannot be verified online, to continue you need to send a request for assistance to the BeWell Assister Network Team at [partners@nmhix.com](mailto:partners@nmhix.com).

ii. If you receive a message saying, "Pending Verification", this means your IDP is successful, however, your account is not yet verified, and you will not be allowed to access the Broker portal until

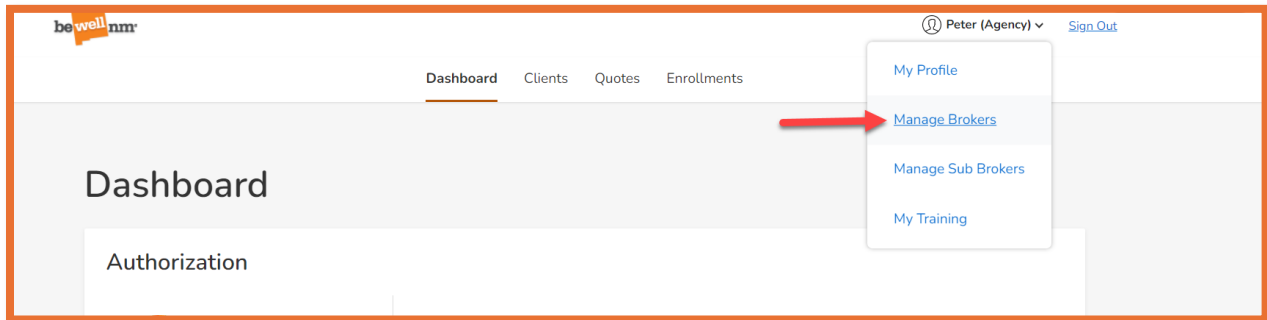
certification training score and Broker agreements are verified by BeWell. You will receive an email informing you of the pending account verification status.

- iii. If the IDP is successful and the account is verified, the Agency user is navigated to the Dashboard of the Broker Portal.

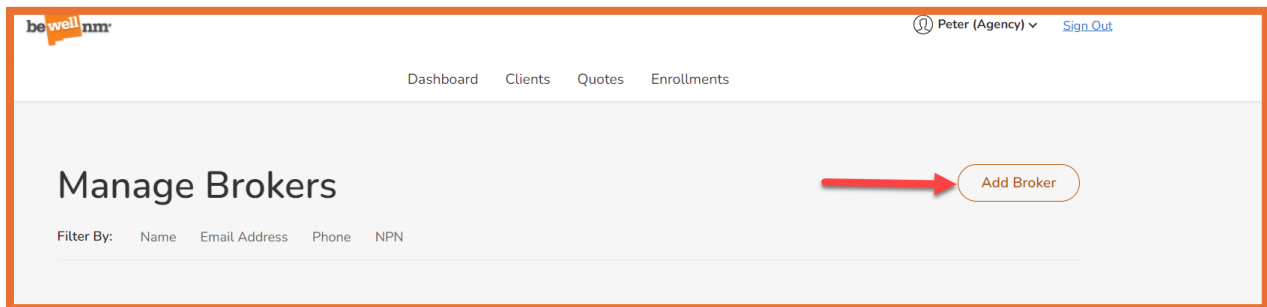
## Agency User Adds an Associated Agency Broker

When an agency wants to add an Associated Broker under Agency, follow the steps listed below:

1. Login to BeWell Broker Portal with your Agency User credentials.
2. Click on the Agency’s account dropdown and click on the “Manage Brokers” option.



3. You are navigated to the “Manage Brokers” screen.
4. Click on the “Add Broker” field.





Provide the Broker Details and click on the “Add Broker”.

**Note:** Provide the Broker’s NPN (not Agency’s NPN). This NPN should not be already registered with BeWell; otherwise, an error message will be displayed informing NPN already exists.

Dashboard Clients Quotes Enrollments

## Add Broker

*When you see an asterisk (\*), you must complete the field.  
When you see an ⓘ, hover or roll over it with your mouse or select it by pressing the Tab key on your keyboard to get the definitions and learn more.*

**Broker Information**

National Producer Number (NPN) \*

Agency Tax ID \*

**Basic Information**

First Name \*  Middle Name  Last Name \*  Suffix

Email Address \*  Date of Birth (MM/DD/YYYY) \*

**Mailing Address**

Street Address \*

APT/Unit #

City \*  ZIP Code \*  County \*  State

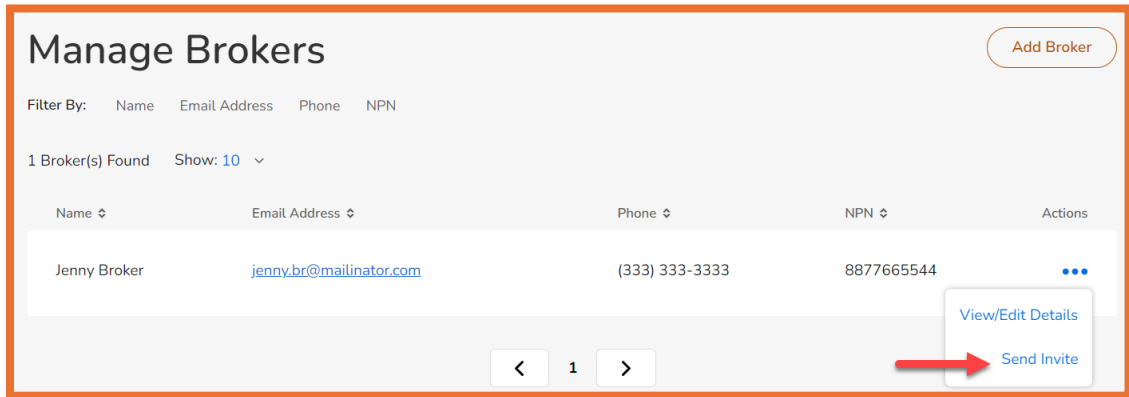
**Contact Details**

Phone Number \*  Extension  Phone Type

Fax Number

**Add Broker**

5. Broker is added to the Agency via an invitation email that is manually sent by the principal Agent to the associated Broker.
6. You have the option to resend the invitation email to the broker.



## Agency's Associated Broker Registration and Account Creation

It is Important to remember that the Principal Agent must register themselves under the Agency using a different email address than what was used to create the Agency. Carriers will only pay commissions to individual NPNS and not the Agency NPN. Enrollments should only be completed for consumers while logged into the Broker account.

To register on the BeWell platform and create your BeWell ID as an Agency's Associated Broker user, follow the steps listed below:

1. Check your email; you should have received an invitation email from BeWell (on behalf of Broker Agency) to create a broker account.
2. To register and create a Broker account follow the instruction provided in the email. Click on the 'My Account' link.



Hi [REDACTED],

[REDACTED] has invited you to create or access your account on the beWellnm Broker Portal. To create or access your account, complete the following 4 steps: To access your account, follow the four (4) easy steps below:

---

**Step 1** Click the link below to create or log in to your account. Enter the invitation code from Step 2 on the page that opens.

[\*\*My Account\*\*](#)

---

**Step 2** Enter the following invitation code. Please note that the code can only be used once.

**Your Invitation Code:**

[REDACTED]

---

**Step 3** Follow the instructions on the page to log in to your existing account or create a new account if you have not already done so.

---

**Step 4** Navigate to the Profile page and complete the registration.

Sincerely,  
Broker Engagement Team

**If you have questions, call us at 1-833-862-3935 (TTY: 711).**

3. You are navigated to the BeWell ID registration page.

Sign In With Your beWellnm ID

beWellnm ID or email address

Password

Sign In

Additional options:

Create beWellnm ID

Manage your beWellnm ID

What is beWellnm ID?

[Forgot beWellnm ID](#) | [Forgot Password](#)




Please be Cautious about “Creating Duplicate Accounts/usernames” as it could delay the setup process.

1. Enter in all **required fields** and **click on I Agree**

## Create beWellnm ID

beWellnm ID securely manages your account so that you can use one beWellnm ID and password to sign in to all integrated applications.

 Already have beWellnm ID? [Sign in now](#)

### Profile Information


First name

Last name

Date of birth  
  
mm-dd-yyyy


### Sign In Information

Your email address

Create beWellnm ID  
 


Your beWellnm ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents

Create password  
 

Your password must have:

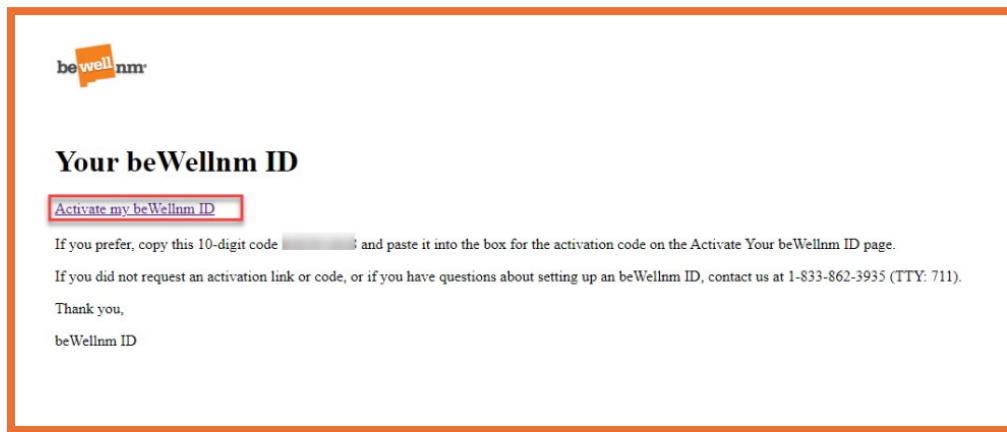
- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

Type password again  
 

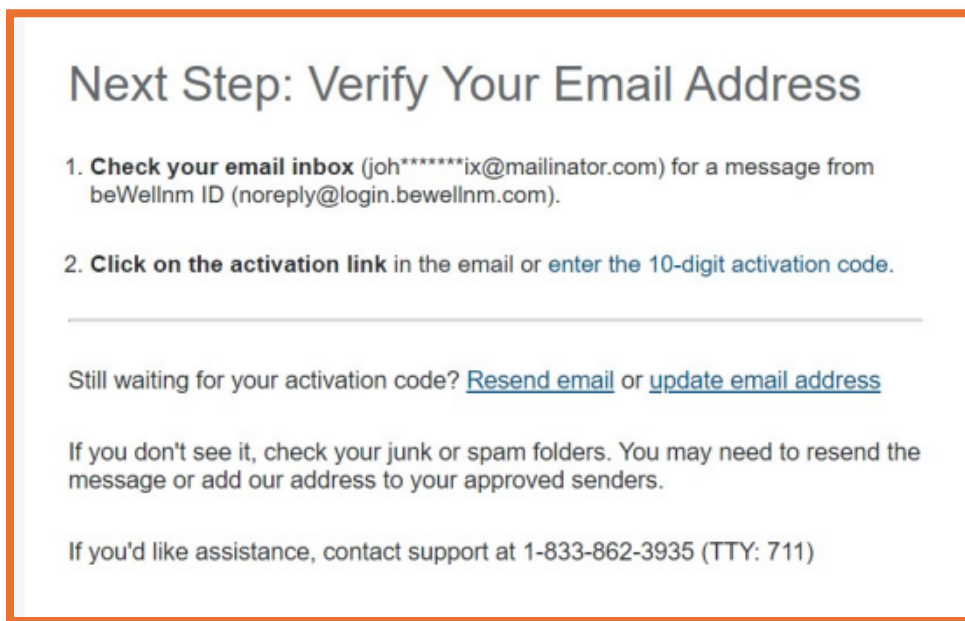
You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the beWellnm ID service. If you do not agree, click Cancel and do not use any aspect of the beWellnm ID service.

[Cancel](#)

2. A Separate email will be sent, check your email and *select* “Activate BeWellID”.



3. Verify the Broker Email Address



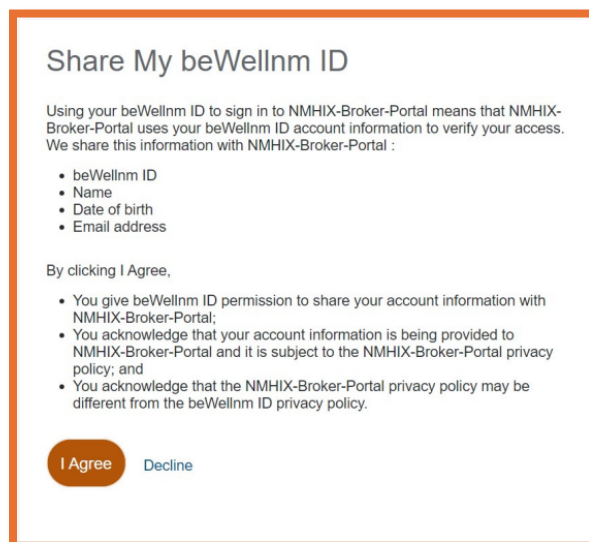
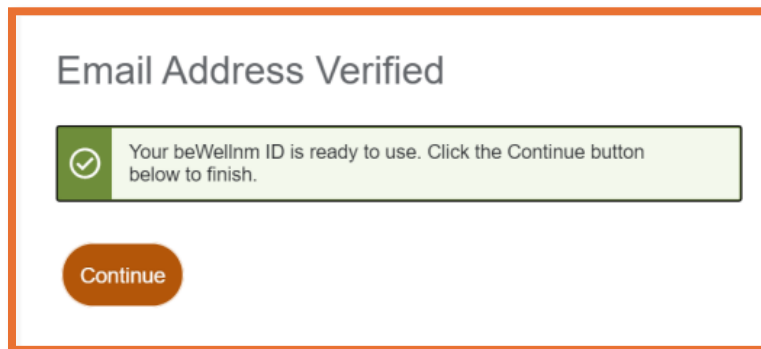
- a. Check your email box for a message from BeWellID [noreply@BeWell.com](mailto:noreply@BeWell.com).

b. Click on the activation link in the email or enter the 10-digit activation code.

**Note:** If you're still waiting for your activation code, click on "Resend Email" or "update email address".

If you have not received the email, check your *junk or spam* folders. You may need to resend the message or add our address to your approved senders list email settings.

4. Click the "Continue" Button to verify your Email Address.

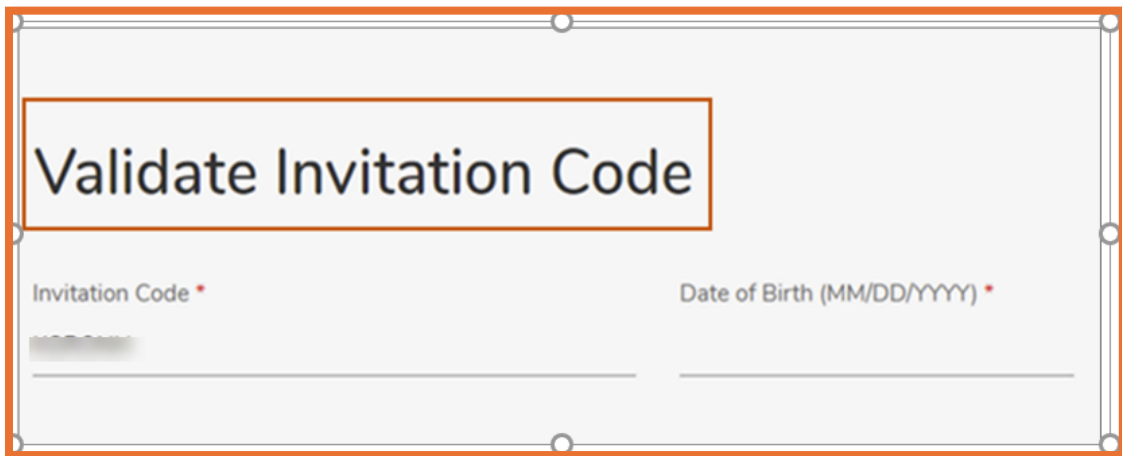


5. Click "I agree" to acknowledge the NMHIX Broker Portal Privacy Policy.

**Note:** This will take the user to validate the invitation code page.

6. Enter your birth date in the Date of Birth (MM/DD/YYYY) field on the Validate Invitation Code page.

**Note:** The Invitation code will be auto populated which was received in the invitation email.



7. Click "Next".

**Note:** This takes you to the Profile page where some of the fields are auto populated.

8. Enter the appropriate information in the required fields in Broker Information and Basic Information on the Profile page.



## Profile

When you see an asterick (\*), you must complete the field.  
 When you see an ⓘ, hover or roll over it with your mouse or select it by pressing the Tab key on your keyboard to get the definitions and learn more.

### Broker Information

National Producer Number (NPN) *	Agency Tax ID (if associated with an agency)
<input type="text" value="7600000000"/>	<input type="text" value="2000000000"/>

### Basic Information

First Name *	Middle Name	Last Name *	Suffix
<input type="text" value="Adam"/>	<input type="text"/>	<input type="text" value="Smith"/>	Suffix <input type="text"/>
Email Address *		Username *	
<input type="text" value="adam.smith@allstate.com"/>		<input type="text" value="adam.smith@allstate.com"/>	
Social Security Number *		Date of Birth (MM/DD/YYYY) *	
<input type="text"/>		<input type="text" value="01/01/1980"/>	
Spoken Languages *			
Select one or more <input type="text"/>			

9. Complete the required fields in the “Home Address” of the Associated Broker.

### Home Address

Street Address \*

APT/Unit #

City *	ZIP Code *	County *	State
<input type="text"/>	<input type="text"/>	County <input type="text"/>	<input type="text"/>

10. Complete the required fields in "Mailing Address" of Broker or select the checkbox next to Select if it is the same as Home Address.

**Mailing Address**

Select if it is the same as Home Address

Street Address \*

APT/Unit #

City \*      ZIP Code \*      County \*      State

County      ↓

11. Complete the required fields in "Contact Details" of Broker.

**Contact Details**

Phone Number \*      Extension      Phone Type

Cell      ↓

Fax Number

12. Click Create Profile.

**Note:** The U.S. Postal Service Address Search dialog box appears.

13. Select the standardized address from the options listed and click Continue.

**Note:** An automated email is generated and sent to you upon your profile completion. After this, the next step is to verify your identity.

**U.S. Postal Service Address Search** ×

We searched the U.S. Postal Service with the information you entered. If the address(es) we found below match your address(es), please select it. If an address is wrong or not found, cancel and try to add more information to help match your address(es).

Rogee Martin's Home Address:

You Entered:

County:

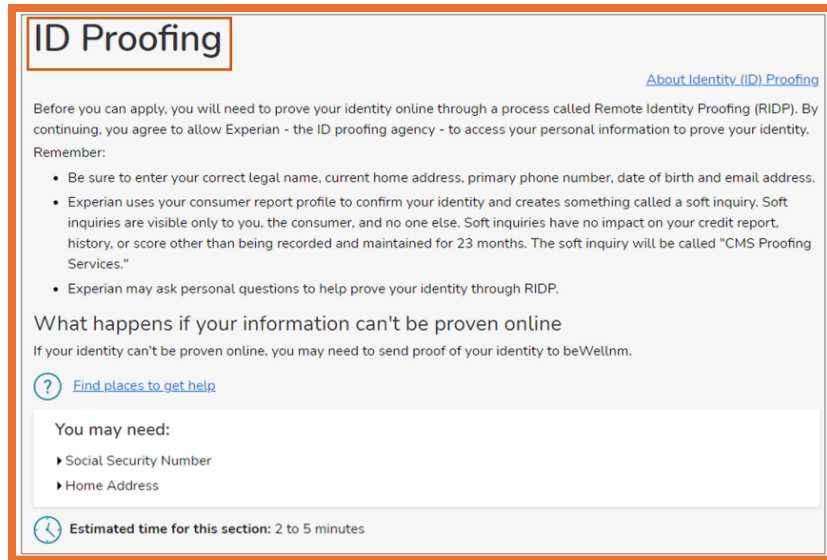
We Found:

County:

#### 14. Remote Identification Proofing (IDP) Verification (Broker)

- a. Read the message that appears on the ID Proofing page before you access the IDP questionnaire.

**Note:** By continuing, you agree to allow Experian (the IDP agency) to access your personal information to prove your identity.



b. Click "Continue".

**Note:** The questionnaire on the Identity Verification page appears.

c. Select all the correct answers from the questionnaire.

**Note:** The questions that appear on the questionnaire page are randomly selected based on information contained on each person's consumer report file.

d. Click "Save and Continue".

- i. If the IDP process does not pass, you are navigated back to the My Profile page and given three attempts to correct the errors. After three failed attempts you will receive a final error message indicating your identity cannot be verified online, to continue you need to send proof to BeWell.
- ii. If you receive a message saying Pending Verification, this means your IDP is successful, however, your account is not yet verified, and you will not be allowed to access the Broker portal until your information is verified successfully. You will receive an email informing you of the pending account verification status.

**Note:** This information is verified by BeWell and updated in the system.

- iii. If the IDP is successful and the account is verified, the Associated Broker is navigated to the Dashboard of the Broker Portal.

## Contact For Help

Thank you for your continued commitment to support New Mexicans with Enrolling in Health Coverage through BeWell. We encourage you to please reach out for assistance to the contacts listed below.

- Broker Training Certification and Agency/Broker Portal Registration, Email – **Assister Network:** [partners@nmhix.com](mailto:partners@nmhix.com)
- Broker Portal System Issues and Consumer Enrollment Questions, please contact **Customer Engagement Center (CEC):** 1-833-862-3935 Option# 6 or Email –: [ContactCenter@nmhix.com](mailto:ContactCenter@nmhix.com)