



BeWell Independent Broker Registration and Account Creation Guide

Certified Brokers

Help enroll your clients health coverage

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



Contents

- Welcome 3
- User Role for Broker Portal..... 3
- Independent Broker 3
- Independent Broker Registration and Creating the BeWell ID4
- Verifying Broker Email Address and Setting Broker Role 7
- Searching The Home Address12
- Remote Identification Proofing (IDP) Verification.....13
- Contact For Help.....16

Welcome

This document provides the step-by-step details of how to register Broker Portal users on the BeWell platform and create their BeWell ID.

User Role for Broker Portal

Independent Broker- is a licensed person who can help an individual apply for coverage and enroll in a Qualified Health Plan (QHP) through BeWell. “Independent brokers are not associated with any agency”

Independent Broker

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

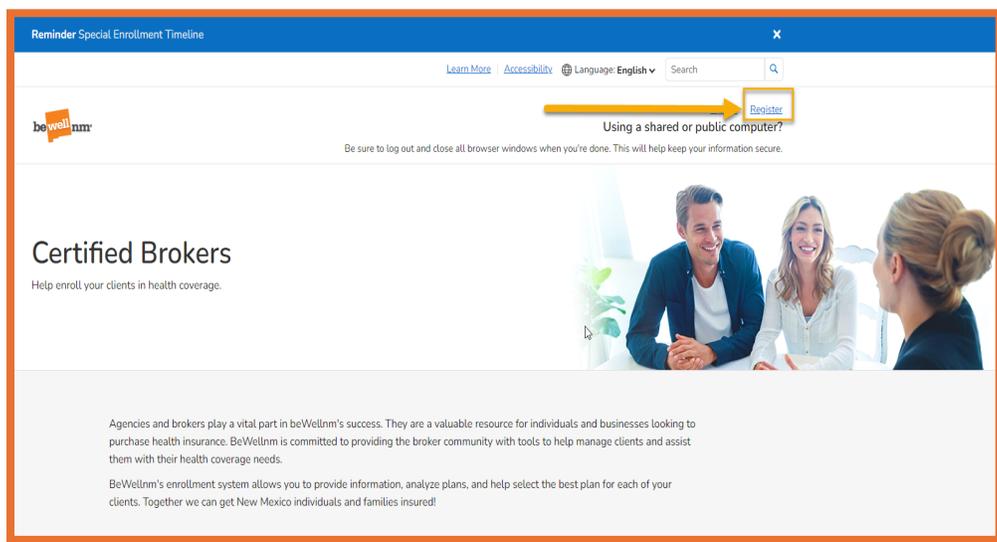
Independent brokers will always use their National Producer Number (NPN) to register in the BeWell Certified Broker portal.

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

Independent Broker Registration and Creating the BeWell ID

The following Steps will help guide brokers with the initial registration and BeWellID profile set up.

1. Go to the Broker Portal Link: <https://getcovered.BeWell.com/broker/>
2. Click on: “Register”



3. Click on “Create beWellnm ID”

Note: To ensure no delay with the setup process, do not use your email address as your created BeWell ID “Sign In.”

Sign In With Your beWellnm ID

beWellnm ID or email address

Password

[Sign In](#)

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

Additional options:

- [Create beWellnm ID](#)
- [Manage your beWellnm ID](#)
- [What is beWellnm ID?](#)



Please be “cautious” about creating duplicate Accounts/usernames as it could delay the set-up process.

4. 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
[Yellow input field]

Last name
[Yellow input field]

Date of birth
[Yellow input field]
mm-dd-yyyy

Sign In Information

Your email address
[Yellow input field]

Create beWellnm ID
[Yellow input field]

Your beWellnm ID must have:

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

Create password
[Yellow input field]

Your password must have:

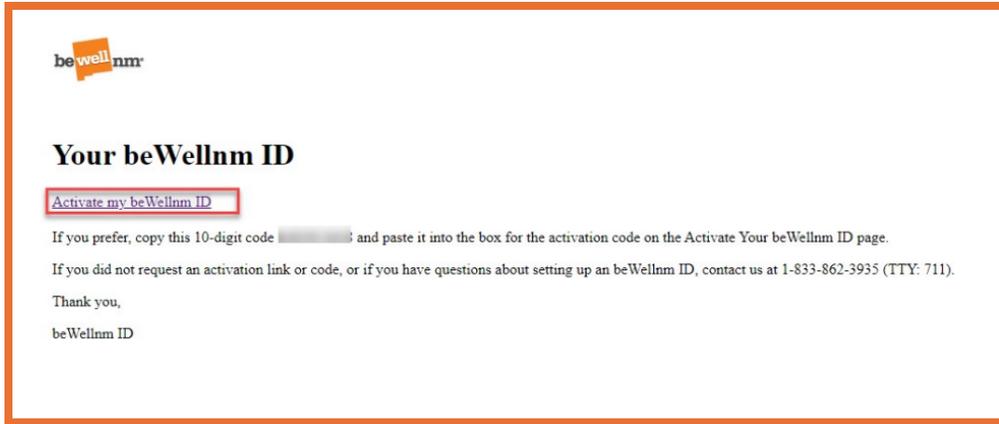
- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

Type password again
[Yellow input field]

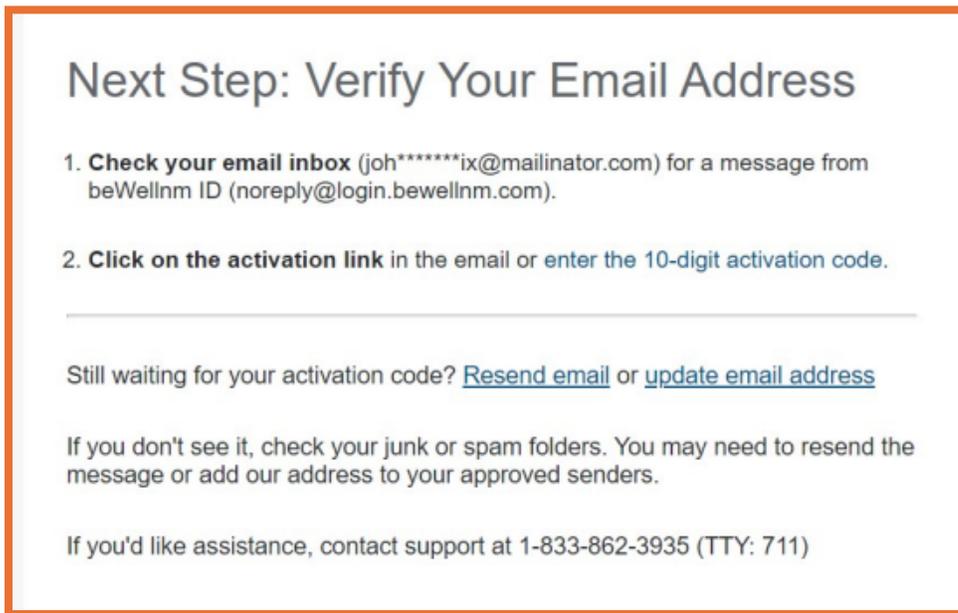
You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the beWellnm ID service. If you do not agree, click Cancel and do not use any aspect of the beWellnm ID service.

I Agree Cancel

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



Verifying Broker Email Address and Setting Broker Role

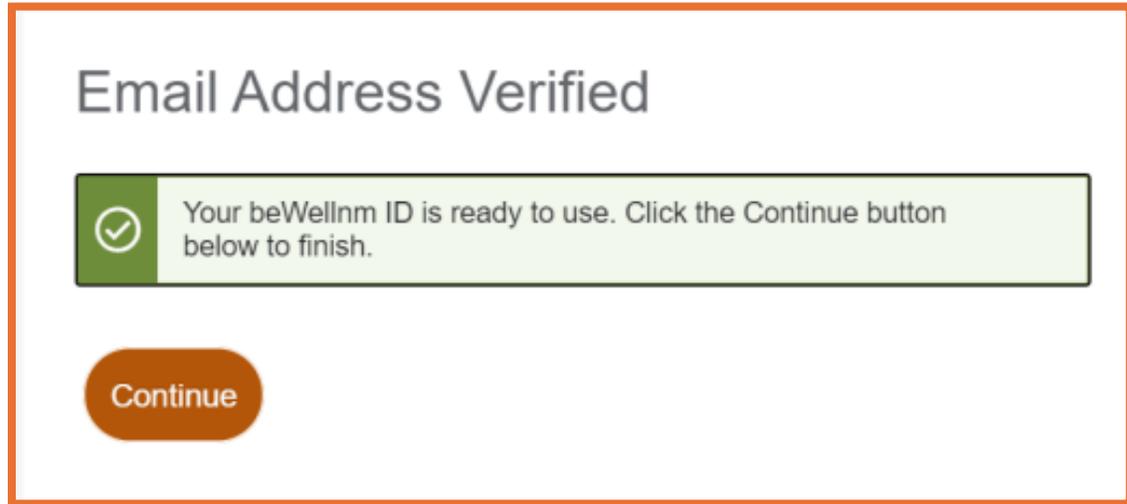


1. Check your email box for a message from BeWellID noreply@BeWell.com.
2. Click on the **activation link** in the email or enter the **10-digit activation code**.

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.

3. Click "Continue" to verify your **Email Address**.



4. Click **I agree** to acknowledge the NMHIX Broker Portal Privacy Policy.

Share My beWellnm ID

Using your beWellnm ID to sign in to NMHIX-Broker-Portal means that NMHIX-Broker-Portal uses your beWellnm ID account information to verify your access. We share this information with NMHIX-Broker-Portal :

- beWellnm ID
- Name
- Date of birth
- Email address

By clicking I Agree,

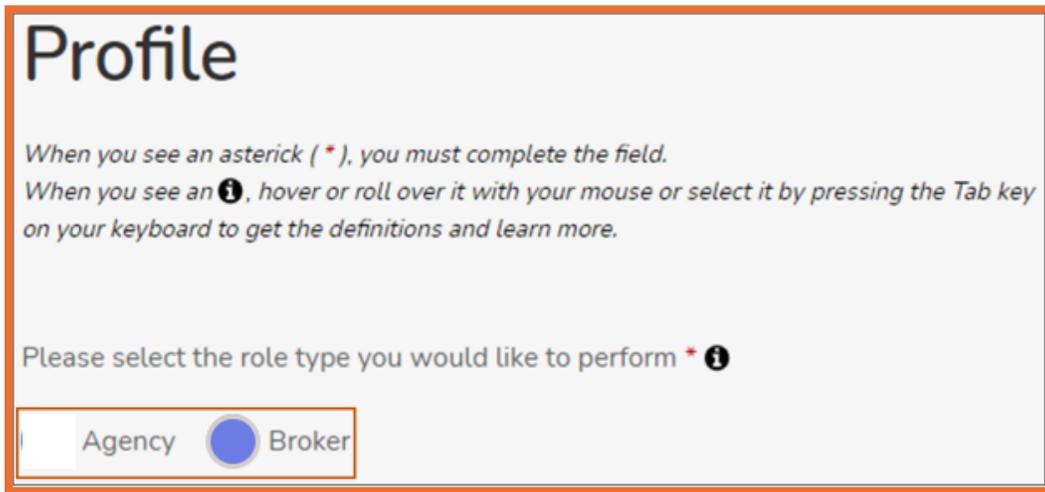
- You give beWellnm ID permission to share your account information with NMHIX-Broker-Portal;
- You acknowledge that your account information is being provided to NMHIX-Broker-Portal and it is subject to the NMHIX-Broker-Portal privacy policy; and
- You acknowledge that the NMHIX-Broker-Portal privacy policy may be different from the beWellnm ID privacy policy.

Note: If you are unable to complete this process, contact the Partners@nmhix.com

*Non-Agency Independent Brokers, please proceed with the Broker setup.

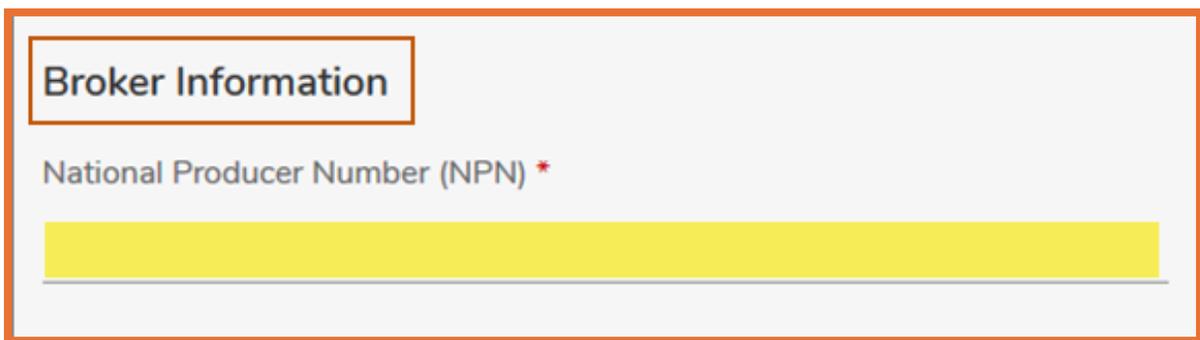
The user will *select* “Broker” and follow the steps below:

5. Select the **role type** “Broker”



The screenshot shows a 'Profile' page with a title 'Profile' and two lines of instructional text: 'When you see an asterick (*), you must complete the field.' and '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.' Below this is a prompt: 'Please select the role type you would like to perform * **i**'. At the bottom, there are two radio button options: 'Agency' (unselected) and 'Broker' (selected).

6. Enter the “National Producer Number” (NPN) in the line provided in Broker Information.



The screenshot shows a 'Broker Information' section with a title 'Broker Information' in a box. Below it is a label 'National Producer Number (NPN) *' followed by a yellow highlighted input field.

- Continue filling in the required fields on the remainder of the of the page and click on “Create Profile”

Example

The screenshot shows a 'Profile' registration form with the following sections and fields:

- Profile**
 - 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.
- Role Selection:** Please select the role type you would like to perform. * 
 - Agency
 - Broker
- Broker Information:**
 - National Producer Number (NPN) *
- Basic Information:**
 - First Name * (John)
 - Middle Name
 - Last Name * (Doe)
 - Suffix (Suffix) 
 - Email Address * (johndoenmhix@mailinator.com)
 - Username * (johndoenmhix)
 - Social Security Number *
 - Date of Birth (MM/DD/YYYY) *
 - Spoken Languages * (Select one or more) 

Continued Example

The image shows a registration form with three main sections: Home Address, Mailing Address, and Contact Details. Each section has several input fields. A callout box is positioned over the Mailing Address section, containing the text: "If your mailing address is different from your home address please continue to fill in the required fields with the information." At the bottom of the form is a "Create Profile" button.

Home Address

Street Address *

APT/Unit #

City * ZIP Code * County * State

County

Mailing Address

Select if it is the same as Home Address

Street Address *

APT/Unit #

City * ZIP Code * County * State

County

Contact Details

Phone Number * Extension Phone Type

Call

Fax Number

Create Profile

Searching The Home Address

When entering your home address try to match up and select what the system has found.

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

The U.S. Postal Service Address Search dialog box appears.

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).

John Doe's Home Address:

You Entered:

1005 Paseo Del Pueblo Sur
Taos, NM 87571

County: TAOS

We Found:

1005 PASEO DEL PUEBLO SUR
TAOS, NM 87571

County: TAOS

John Doe's's Mailing Address:

You Entered:

1005 Paseo Del Pueblo Sur

County:

Continue **Cancel**

2. Click "Continue"; You will be asked several questions in support of the Identify Proofing process. Once you have successfully completed the ID Proofing, you will see a "Verification Pending" screen, this is in support of the final step.

Remote Identification Proofing (IDP) Verification

Before gaining access to the Broker portal, you need to prove your identity by answering some questions via a third-party survey. This helps protect your identity.

Follow the steps below to complete your IDP verification: Note: If you are unable to complete this process contact the Assister NetworkTeam to perform the Manual IDP at partners@nmhix.com .

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.

Message from Experian

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

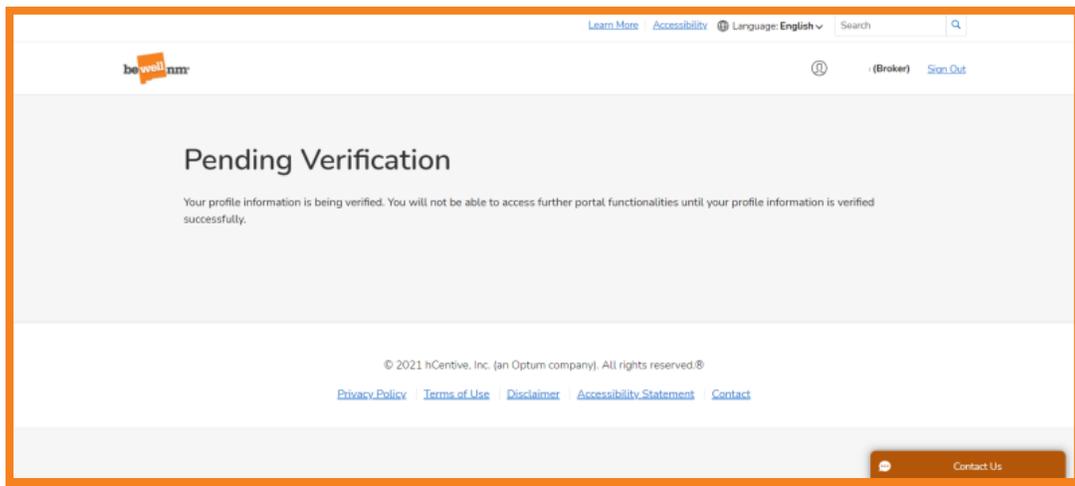
1. Click Save and Continue.

Note: The questionnaire on the Identity Verification page appears.

2. 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.

3. Click “Save and Continue”
 - a. 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 of ID to BeWell.
 - b. If you receive a message saying, “Pending Verification”, this means your IDP is successful, however if your account is not yet verified by BeWell, you will not be allowed to access the Broker portal. You will receive an email informing you of the “Pending Verification” status. Once all training scores and broker agreements have been validated the account will be activated by BeWell and allowed access.



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
- 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