



PY2025 BeWell Assistance Network LMS Navigation Guide

For Agents, Brokers, and Enrollment
Counselors

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Section 1: Introduction to the Assistance Network

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

A. 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 BeWell to sell Marketplace health plans. They may also get payments (“commissions”) from insurance companies for selling health insurance plans. Brokers are responsible for contracting with participating health insurance companies. BeWell does not assist with or participate in broker contracts with health insurance companies.

B. Enrollment Counselors

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

Section 2: Welcome to the BeWell LMS

This navigation guide will help assisters understand how to use BeWell'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 BeWell.
- 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://learn.bewellnm.com>.

New and returning assisters who have not yet completed the PY2025 certification training can access the link to BeWell's LMS sign up on the assister page here: <https://bewellnm.com/start/assistance-network/>



Figure 1: Button to request certification training

New assisters and those who have not completed the PY2025 certification training will need to click “Sign Up” to create a new account.

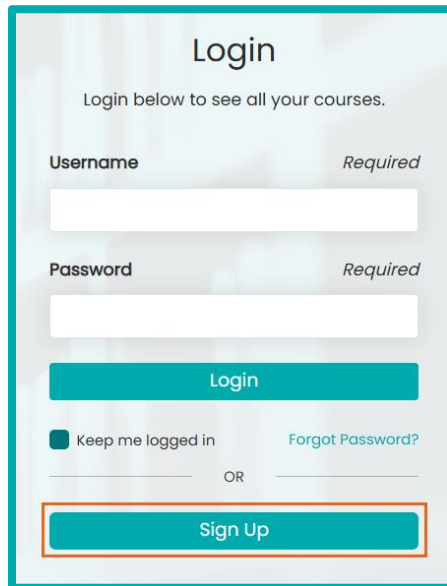


Figure 2: LMS Sign-up & Login page

After selecting “Sign Up”, the new and returning assisters must fill out the sign-up form. Please scroll down to fill out all of the questions on the form. Most of the questions are required, if a question does not apply to you, please enter N/A in the box. Once the form is complete, click the “Sign Up” button at the bottom of the form to submit.

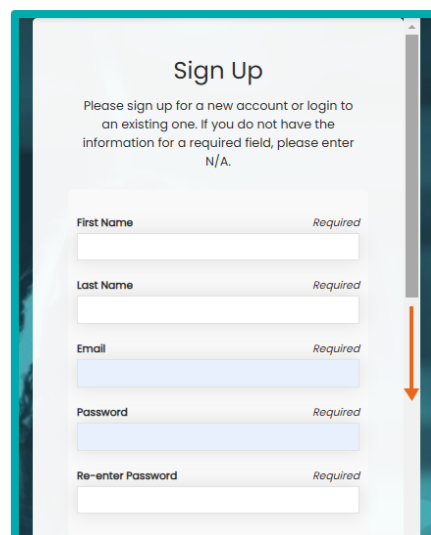


Figure 1: LMS Sign-up form

New assisters will gain access to the LMS, but will not have the course available to them until they have requested to enroll in the course and their request has been approved by an admin.

Current assisters, your username and certification carry over from the old LMS. They will receive an email to reset their password.

All 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 for help with the following issues only:

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

B. Course Assignments for Plan Year 2025

All new users will need to request access to the course. Once you have created your LMS account and logged in to the homepage, you will see the following

box prompting you to view the course catalogue. Click “View Catalog” and the PY2025 BeWell Certified Assister Training will pop-up. Click “Enroll”.

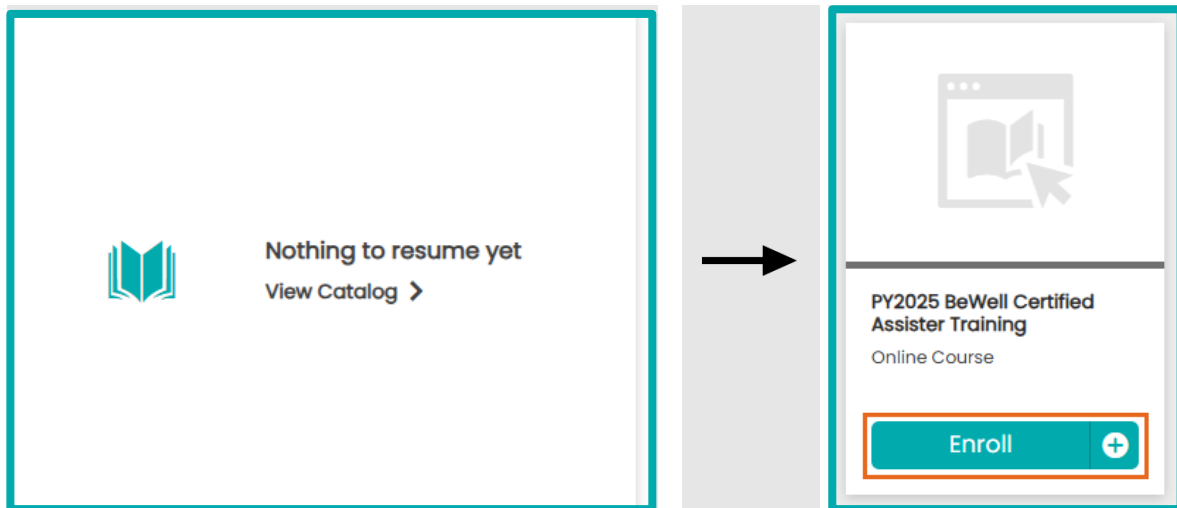


Figure 2: My Courses and certification training

Once you have requested access, a notification will pop-up letting you know that that your request to enroll has been received. Once you are approved you will get an email letting you know you now have access to the training.

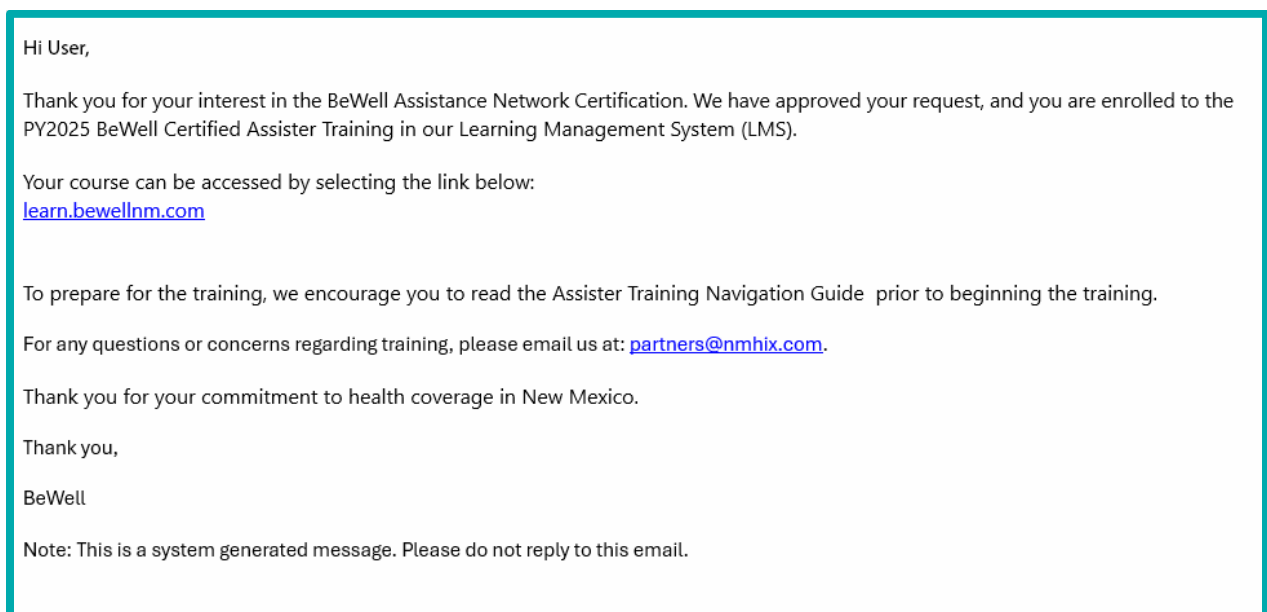


Figure 3: Course Approved

C. Resetting Usernames and Passwords

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

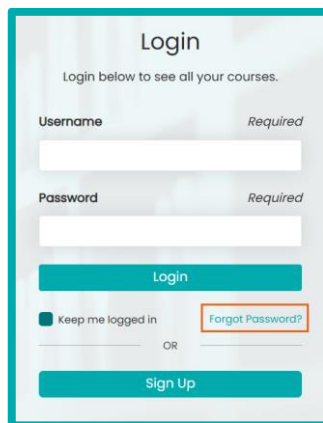


Figure 4: Forgot Password on Login Page

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

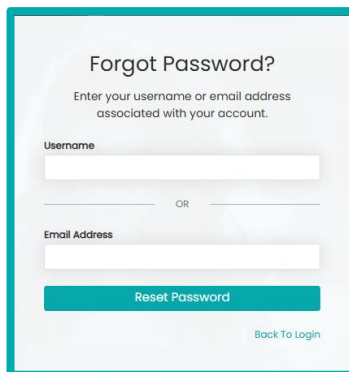


Figure 5: Password Reset

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

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

D. Tips to Ensure Communications are Received

Assisters should add partners@nmhix.com and learn@bewellnm.com to their safe sender list to avoid missing certification communications and updates.

All certification questions will go to partners@nmhix.com.

A whitelist may help assisters struggling to receive BeWell 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 BeWell. There may be issues displaying certain screens, such as slide presentations.

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

- Ensure that you are accessing <https://learn.bewellnm.com>
- 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 BeWell:

- they have not received the Password Reset Request.
- they are not receiving any emails from partners@nmhix.com, learn@bewellnm.com, or from any NMHIX domain.
- they logged in successfully, but the module presentations are not working.

Assisters should contact their organization's IT department for help with these issues or to whitelist BeWell. 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 have from February 1, 2025 until March 1, 2025, to complete the training. They can save their work and return at any time.

Assisters must view all modules and allow them to play fully to obtain credit. Once a module is completed it will have green checkmark next to it.

After completing all of the modules, the assisters must obtain a score of 80% or better on the final exam to pass. They will have unlimited time and unlimited attempts to achieve this score. They will then be directed to read and sign the BeWell Assister Agreement and review the course, after which they will receive certification.

Assisters must complete the certification process every year to be able to assist consumers in New Mexico's Health Insurance Marketplace 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

Below is the default display of the LMS home dashboard, where assisters can see their courses, course resources, and FAQs.

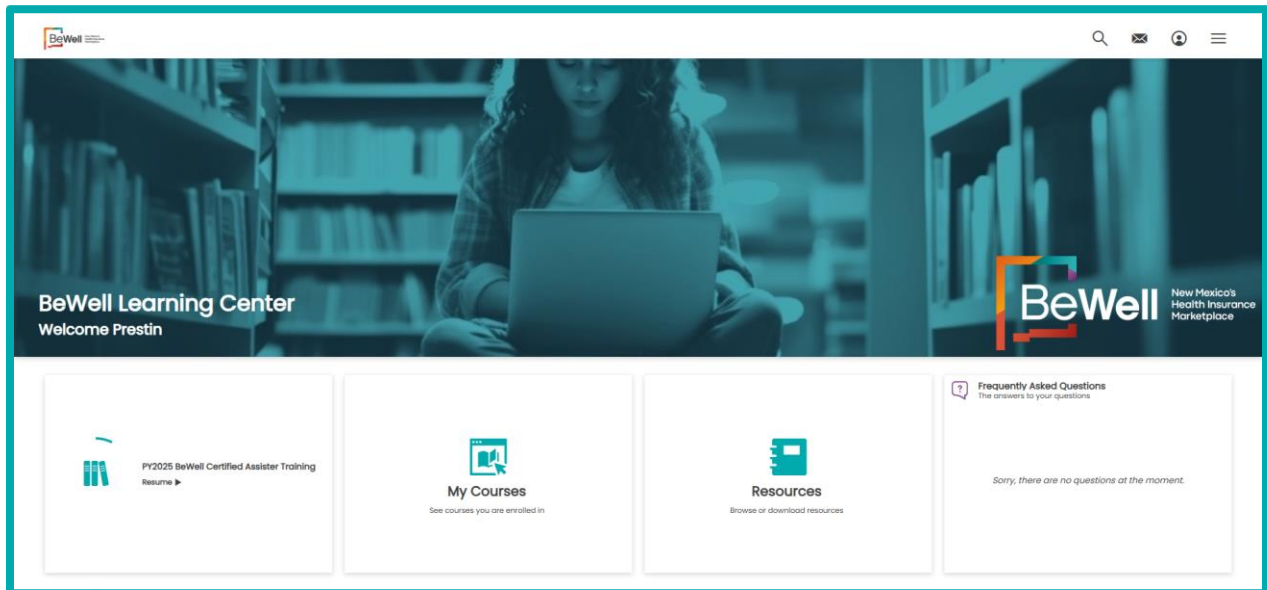


Figure 6: BeWell LMS Home Page

Assisters will find the following tabs on the top right section:

- **Search:** Allows users to type into a search box any course or feature they may be looking for.
- **Messages:** This tab allows the user to see all messages and notifications they have in the LMS. This will include course notifications and confirmation of course completion.
- **Profile:** This tab allows users to update their personal information and change their password.
- **Settings Menu:** The three lines, when clicked, show the full menu of options available to users including the dashboard, courses, profile, resources etc...

B. LMS Homepage Navigation and Questions

In addition to this guide, there is an FAQ section available on the homepage answering questions about the LMS. If assisters have any additional questions, they can email them to partners@nmhix.com and we will get back to them with an answer!

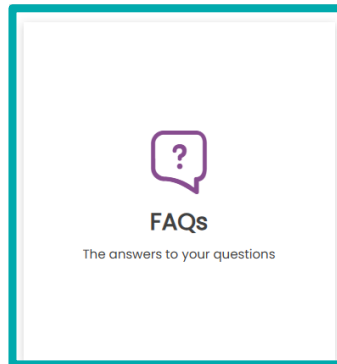


Figure 70: Location of LMS Home Page Navigation Video

C. Locating Training

Once you have been successfully enrolled in the course, you can access it by clicking on "My Courses" and then selecting "Start" or "Resume" on the desired training.

Note: Training titles may change year to year.

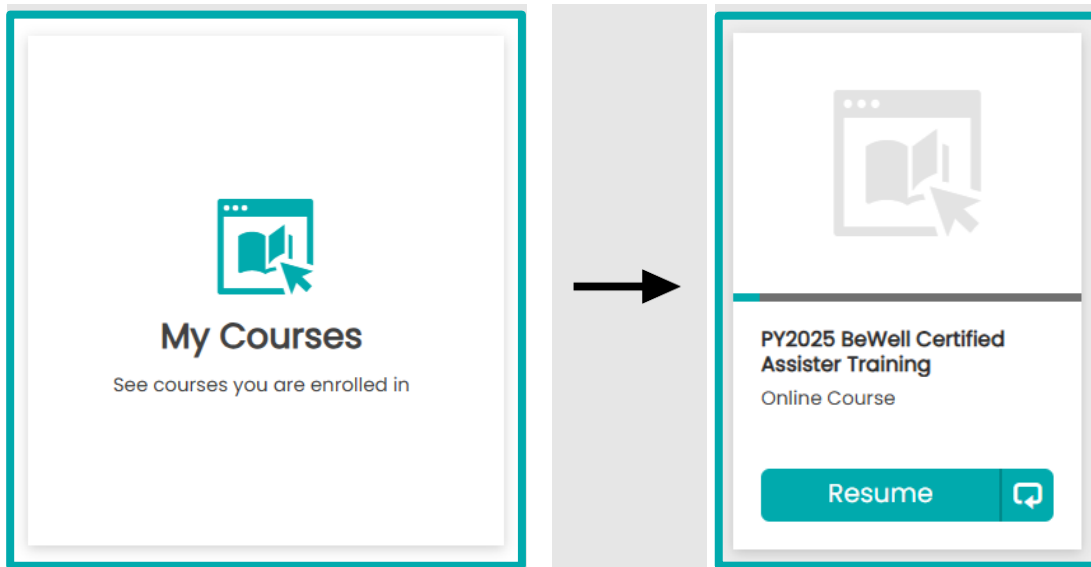


Figure 81: Assister Training Location

D. Beginning Training

Once you have opened the training, the chapters will appear on the right-hand side. Hit the play button in the middle of the screen to begin playing the module.

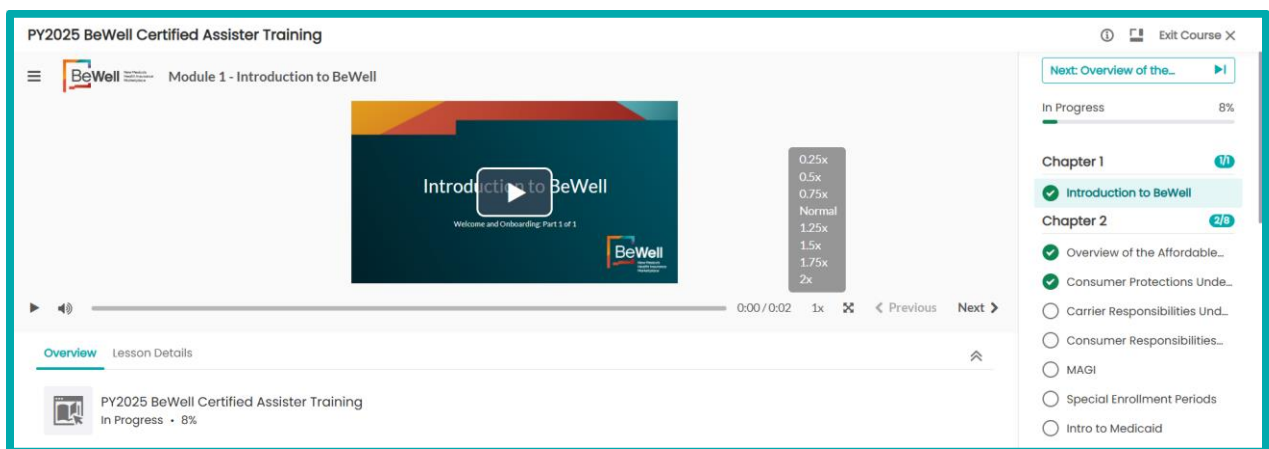


Figure 12: Full training homepage

E. Completing the Chapters

All sections of each chapter will play automatically, but the assister must manually click to a new chapter. For example, the assister must click from Chapter 1 to Chapter 2.

Each section will be marked with a green checkmark after you have completed it. They will not be marked complete until you have allowed the video to play fully.

If you click off of the page, the video will stop playing and the training will be paused. A progress bar is located above the chapter section to show your overall progress through the course.

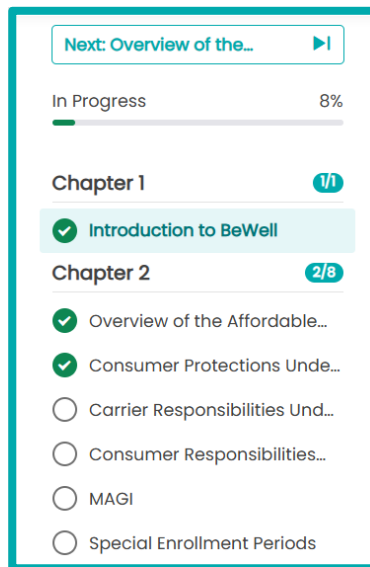


Figure 13: Chapter sidebar

You can adjust the speed of the audio to make the videos play faster or slower using the "1x" button shown below.

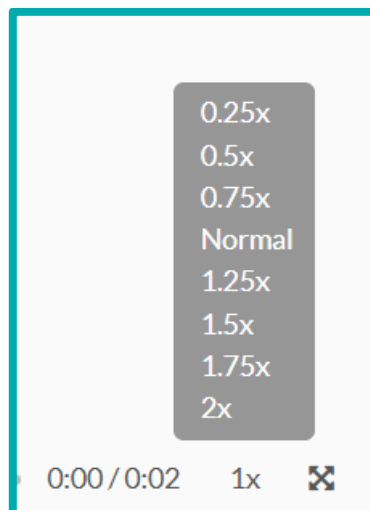


Figure 14: Changing playback speed

Note: If all sections are not marked complete with a green checkmark, the system will not reflect that the training has been completed and will not generate a certificate, even if you pass the exam.

F. The Final Exam, Agreement, and Course Review

After completing all of the chapters, the assister must complete the final three parts of the training to receive a certificate. These last parts are the Final Exam, the Assister Agreement, and Course Evaluation.

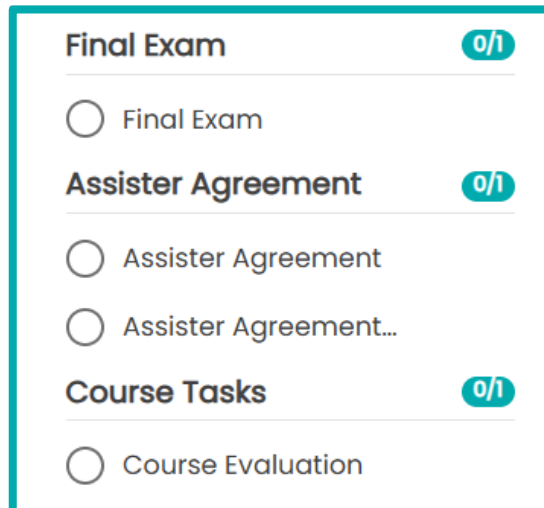


Figure 15: Modules in Training

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

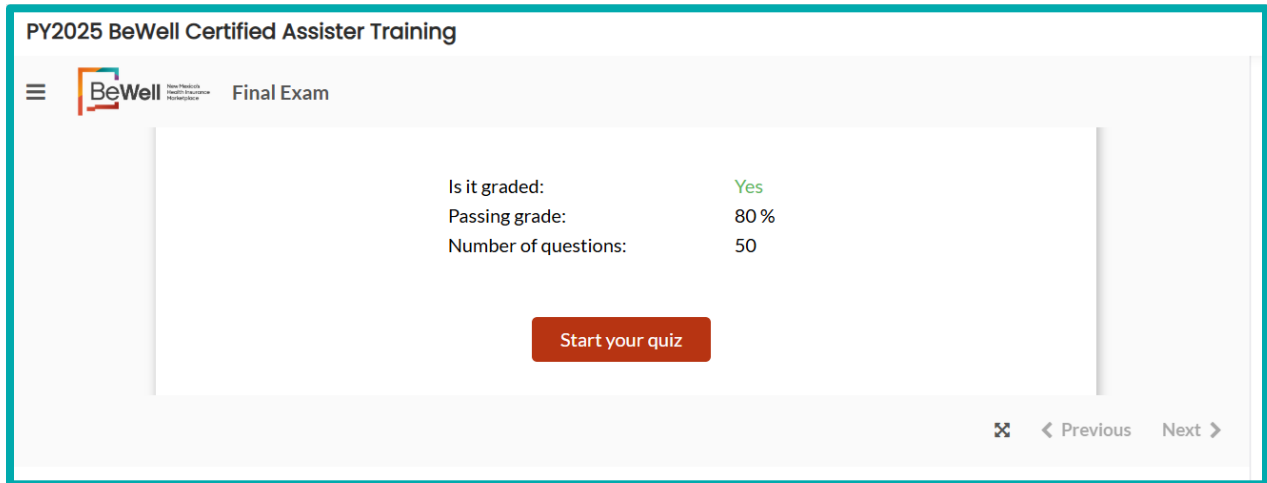


Figure 16: Modules in Training

In addition to passing the exam, assisters will review and sign a certification agreement with BeWell.

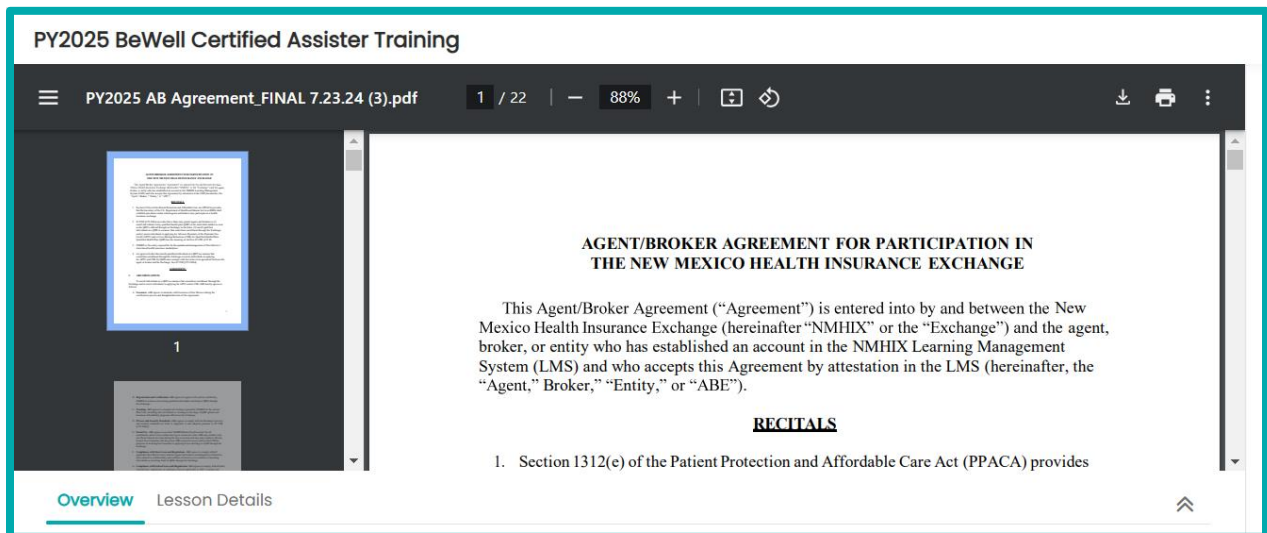


Figure 17: Modules in Training

PY2025 BeWell Certified Assister Training

Assister Agreement Signature

Username *Required*

pnikolai@nmhix.com

Password *Required*

.....

Submit

Overview Lesson Details

Figure 18: Modules in Training

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

Course Evaluation

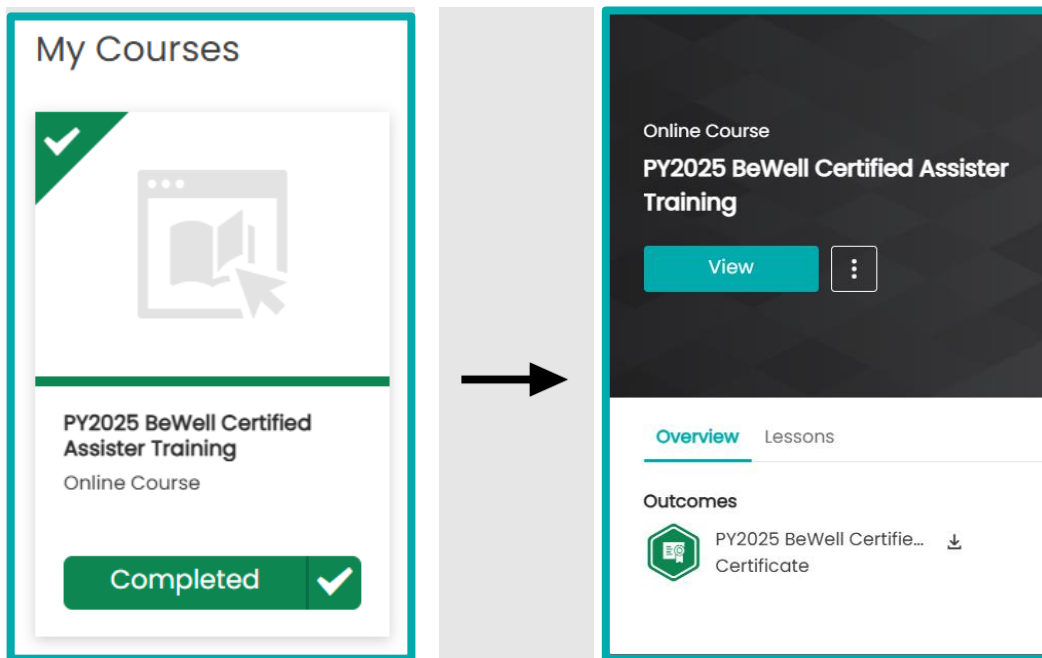
- 1 Materials were helpful to learning
★ ★ ★ ★ ★
- 2 Knowledge was valuable to job/professional development
★ ★ ★ ★ ★
- 3 Overall rating of course
★ ★ ★ ★ ★
- 4 Course clearly communicated objectives/concepts
★ ★ ★ ★ ★
- 5 Course generated enthusiasm in the subject

Figure 19: Modules in Training

Section 6: Printing a Certificate

After completing the chapters, passing the Final Exam with an 80% or higher, completing the Assister Agreement, and the course review, the LMS will generate a certificate.

BeWell recommends that assisters print a copy of their certificate as they may be asked by other organizations, carriers, and/or consumers for a copy. BeWell also recommends that assisters display this certificate in their office as it helps consumers know that the assister is certified by BeWell.



Figures 20 & 21: Completed Course and Certificate



Figure 22: Certificate Example

Contact Us

A. General Assistance

For general assistance:

- Call the BeWell Customer Engagement Center at 1-833-862-3935.

B. Training, Certification, and LMS Questions and Assistance

For issues or questions related to the LMS or the certification training, please email partners@nmhix.com.