

Voice of the Assistors

March 25, 2025



Agenda

- How to reach us
- CMS proposed rule
- NMHIX system Update
- BeWell Certification Update
- Important Reminders
- TimeTap Scheduling Tool

2025
Certified Assister



Need Help?

Partners Inbox:

Partners@nmhix.com

- Broker ID Proofing
- Certification Inquiries
- TimeTap Scheduling Tool
- Carrier Contacts
- Training Requests
- Broker Event Requests

Contact Center Inbox :

Contactcenter@nmhix.com
[1-833-862-3935](tel:1-833-862-3935)

- Eligibility Questions
- Consumer ID Proofing
- Application Inquiries
- Enrollment Files
- AOR Requests
- System Issues

Nathan Garduño, Broker Relations Specialist:

ngarduno@nmhix.com

- Broker recruitment and retention
- Broker Complaints
- Agency Acquisitions
- BeWell Marketing Materials

Please bookmark the [Assistance Network Resource Page!](#)

This is where you can find updated promotional materials, user guides, sample consumer communication, various forms, Voice presentations and more!

CMS Proposed Rules



- CMS has issued the “Marketplace Integrity and Affordability Proposed Rule” that can be found [here](#).
 - We are flagging this so assisters can educate themselves on the proposed rule.
 - BeWell is reviewing and will provide feedback to CMS by April 11.
 - This proposed rule does not impact our current business operations, it is still business as usual.
 - Updates will be provided as they are available.

BeWell NMHIX Update



- BeWell is launching a new eligibility and enrollment system for PY26.
 - The current Optum NMHIX system will be replaced with a GetInsured system.
 - Broker and consumer portal demonstration videos will be available this summer.
- As a part of the GetInsured implementation, Premium Billing will be administered by the carriers beginning PY26. A fact sheet will be forthcoming.
- The new GetInsured system requires an [Employer Identification Number](#) (EIN), Business Name and state Agency License Number.
- Assistors certified for PY25 and PY26 will have access to both the Optum NMHIX system and the new GetInsured system for PY26.

ACTION: Assistors need to confirm the correct phone number and address in your Optum broker portal to assure accurate data migration.

BeWell Certification Update



- PY25 Certification training is closed for the remainder of the plan year.
- BeWell launched a new Learning Management System (LMS) in February.
 - All existing LMS users will be migrated to new system.
 - Certified assisters can no longer access their PY25 training certificate in the old LMS.
 - All LMS users will receive an email with a link to the new LMS in May and must reset their password.
 - You will be expected to update your profile with new required fields.
 - Detailed instructions will be available during our April Voice meeting.
- PY26 Certification training will open on July 1, 2025 and close on August 31, 2025.
 - PY26 Certification training must be completed by August 31, 2025 to be certified for PY26.

Important Reminders



- The Agent of Record (AOR) needs to be copied on any email requests from agency admin staff with the appropriate consumer information:
 - First Name, Last Name and last 4 of the Ref Id.
- Changes to an AOR do not automatically generate a file to the carriers.
 - The AOR must appear on the application to generate a file to carriers.
- Brokers are responsible for contracting with all carriers participating in the marketplace in order to receive commissions.
 - BeWell does not negotiate contracts with Broker/carriers.

Important Deadlines



- PY26 Certification Training will open on July 1 and close on August 31.
- Certified assisters will be sent a link to the new LMS in May and are required to reset their password.



TimeTap Scheduling Tool

- The [TimeTap scheduling tool](#) is available to assisters that have been certified with BeWell for 2 consecutive years and have completed at least 10 enrollments.
- Assisters that would like to participate in the tool need to submit an Assister Profile form [here](#).
 - TimeTap access and training is available once the request form is complete and approved.
 - Assisters that choose to participate in the TimeTap scheduling tool must accept virtual appointments and sync with a dedicated calendar.
 - Assisters are expected to update appointment status with an outcome reason; failure to comply may result in account suspension.

Note: TimeTap does not prohibit consumers from scheduling appointments with multiple brokers



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