

March 25, 2025





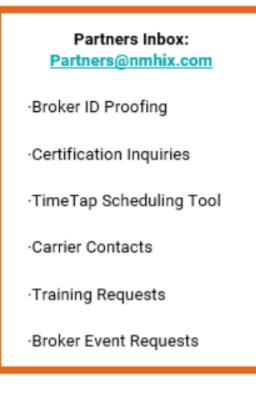
# Agenda

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



#### **Need Help?**





Contact Center Inbox : <u>Contactcenter@nmhix.com</u> <u>1-833-862-3935</u>

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 <u>here</u>.
  - 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 <u>Employer Identification Number</u> (EIN), Business Name and state Agency License Number.
- Assisters certified for PY25 and PY26 will have access to both the Optum NMHIX system and the new GetInsured system for PY26.

ACTION: Assisters 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 <u>TimeTap scheduling tool</u> 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 <u>here</u>.
  - 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; <u>failure to comply may result in account suspension</u>.

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

