

Voice of the Assistors

April 29, 2025

Meeting Recording can be found [here](#) and meeting passcode is 1E#^znQ^



Agenda

- How to reach us
- NMHIX system update
- BeWell certification update
- Important reminders
- TimeTap scheduling tool
- Eligibility questions and clarification

2025
Certified Assister



Need Help?

Partners Inbox:

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

Contact Center Inbox:

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

Nathan Garduño, Broker Relations Specialist:

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

Note: Any consumer specific questions need to be directed to the Contact Center

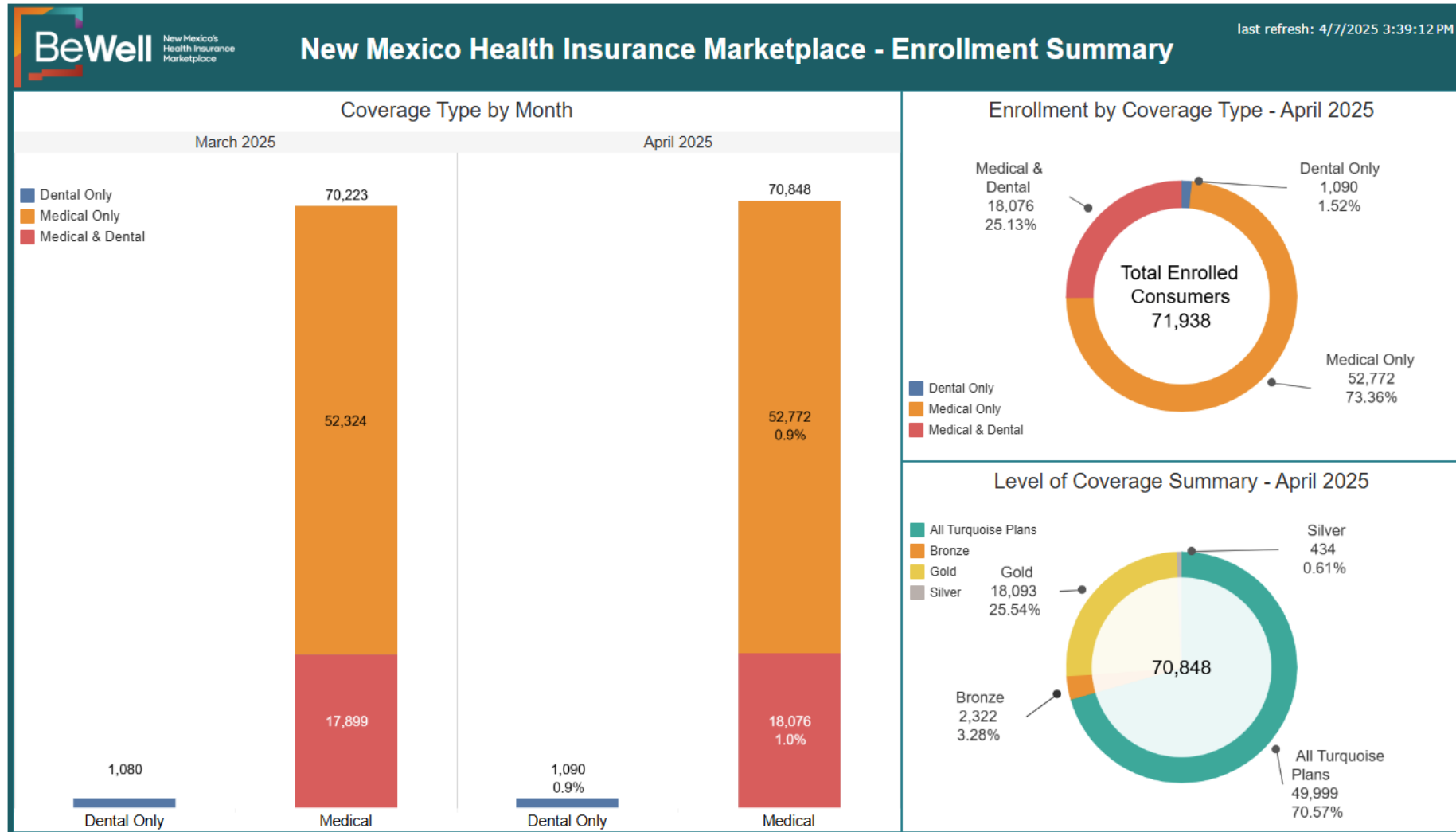
Please bookmark the [Assistance Network Resource Page!](#)

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

BeWell Enrollment Update



BeWell Dashboards can be found [here](#).



BeWell NMHIX Update



- BeWell is launching a new eligibility and enrollment system for PY26.
 - Assistors certified for PY25 and PY26 will have access to both the Optum NMHIX system and the new GetInsured system for PY26.
- ONLY assistors certified for PY26 will be migrated to the GetInsured system.
 - Assistors who do not certify for PY26 will not be the AOR for consumers.
- The GetInsured system requires the following additional assister information:
 - Business name – Individual brokers not affiliated with an agency will be set up as an independent agency in the GI system.
[Employer Identification Number](#) (EIN) or SSN.
 - State Agency License Number.
 - We may be reaching out to collect this additional information as needed.

BeWell NMHIX Communication Update



The Audiences

01

Consumers/New Customers

Marketing campaign
Events
Earned media
Enterprise social media

02

Current Customers

Drip campaign - marketing
System notifications
Website/social media resources

03

Brokers/Assisters

Voice of the Assister
Drip campaign
Specific training schedule with
dedicated drop in sessions

04

Carriers/Stakeholders

Direct communication (Operations)
Meetings
Ad-hoc

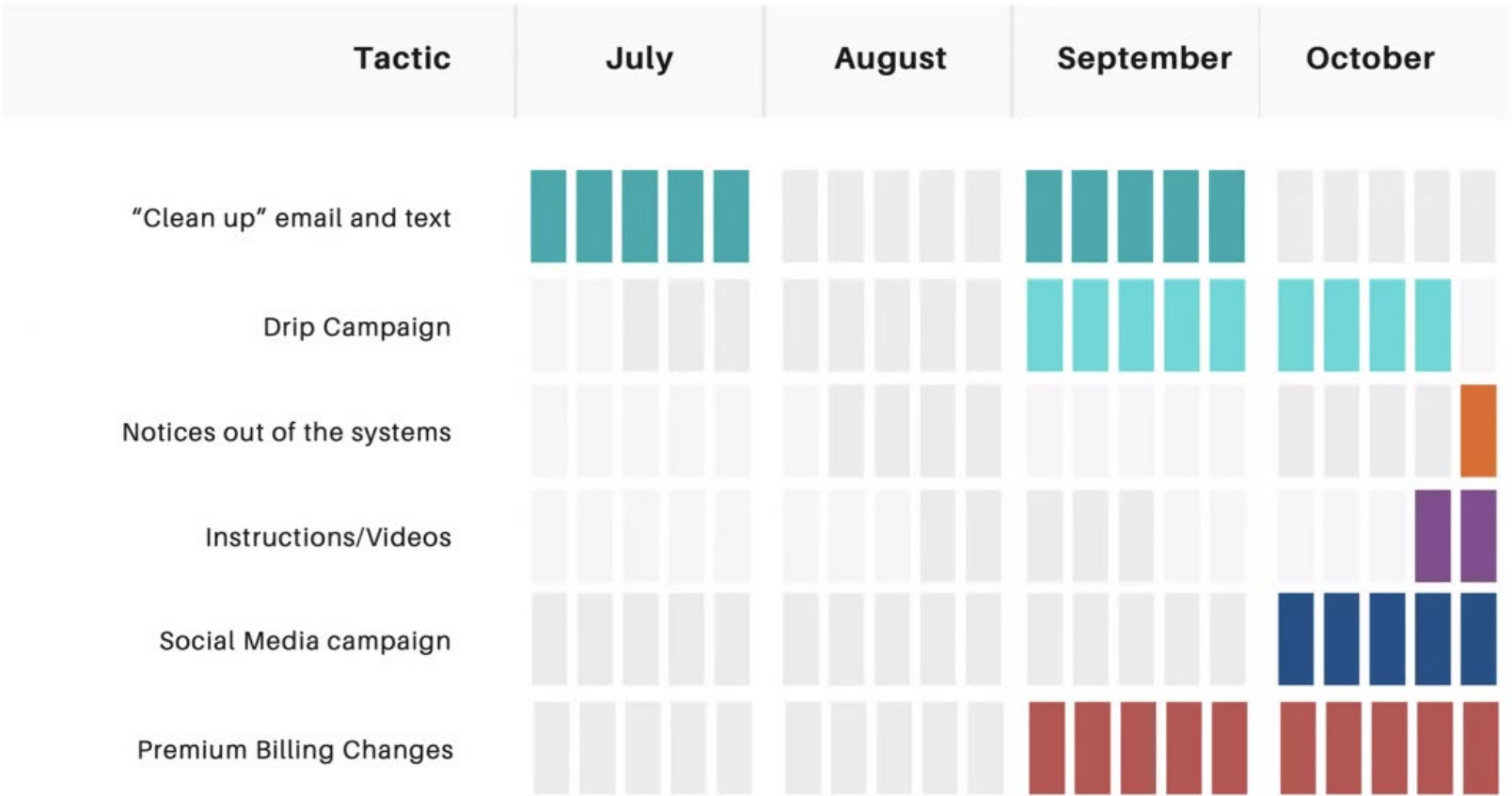
BeWell NMHIX Communication Update



CURRENT CUSTOMERS

Currently enrolled in coverage and will be enrolled for 2026

*Marketing materials will focus on all the positives of the new system



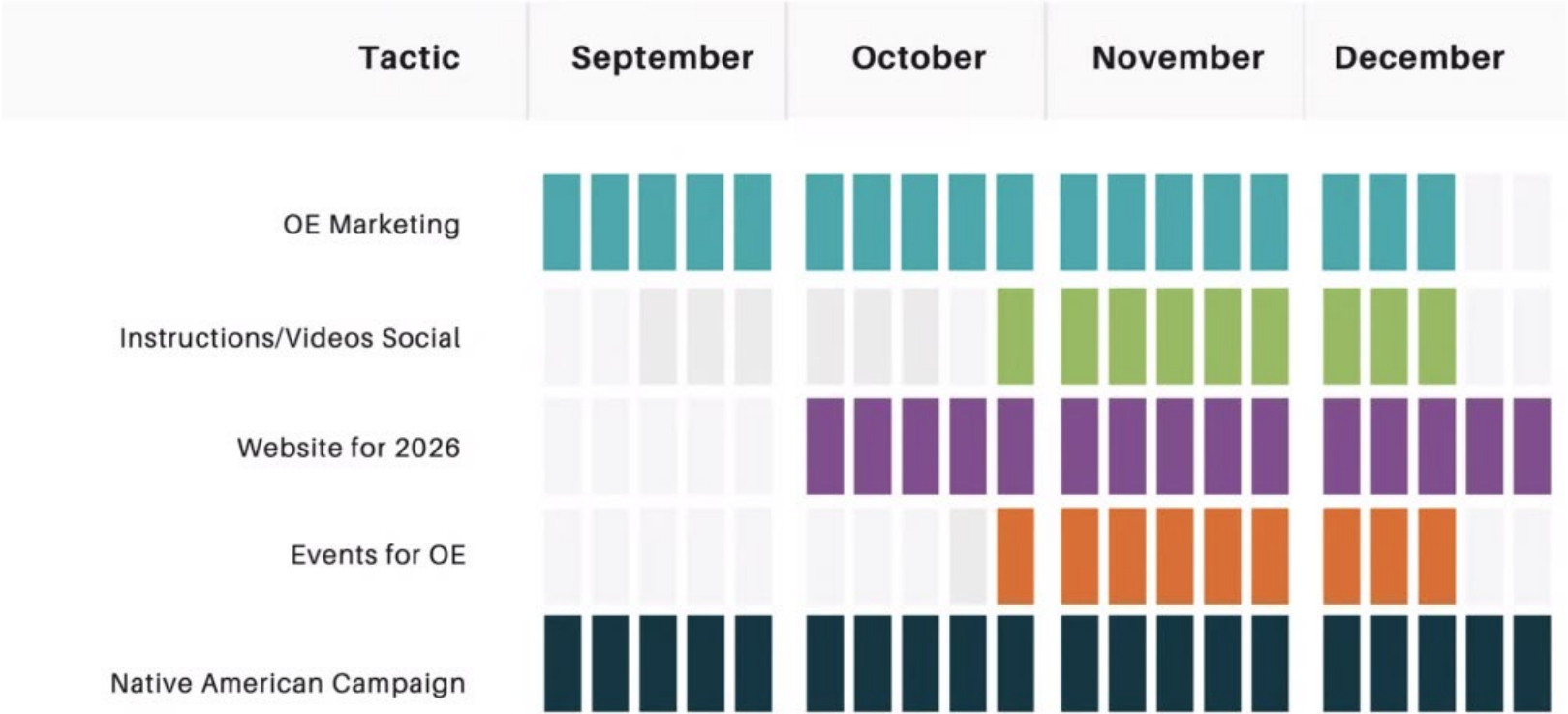
BeWell NMHIX Communication Update



CONSUMERS/NEW CUSTOMERS

Defined as those in NM who have not used BeWell and are in search of insurance

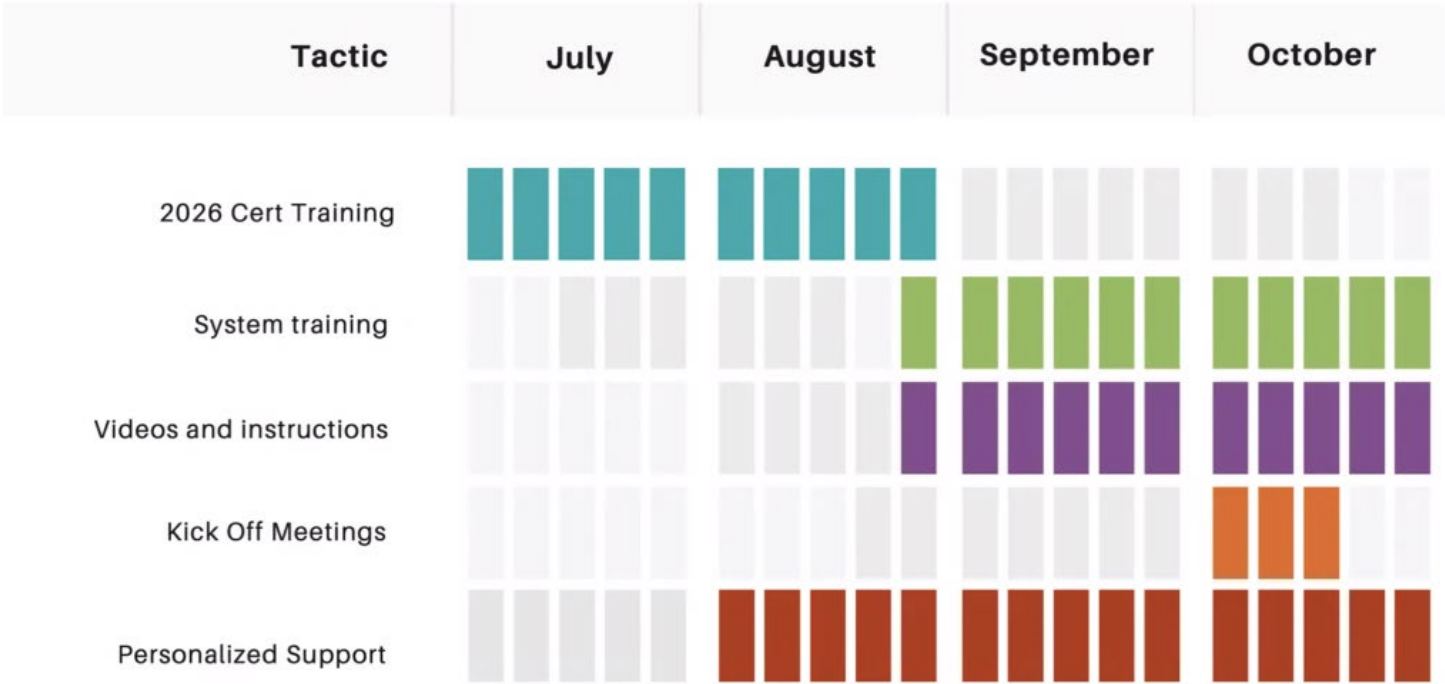
*Marketing materials will focus on all the positives of the new system



BeWell NMHIX Communication Update



BROKERS/ASSISTERS



BeWell Staff Update

Introducing Rachelle (Chelley) Pierre,
Special Project Coordinator!

Chelley will serve as the NMHIX broker
and consumer portal subject matter
expert and support future system
training to include:

- ✓ Certification training modules
- ✓ Training videos
- ✓ Drop-in hours
- ✓ System training at the PY26 kick
off meetings



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 have been migrated to new LMS system.
 - **ONLY assisters certified for PY26 will be migrated into the new GI system.**
 - 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 provided in future communication.
- PY26 certification training will open on July 1, 2025, and close on August 31, 2025.
 - PY26 certification will be available to agencies and brokers in

Important Reminders



- Brokers and agencies that want to be associated need to reach out to partners@nmhix.com to facilitate this transition.
- Brokers are responsible for maintain an active license with the state of New Mexico.
 - If a broker's license is expired, BeWell may suspend access to the NMHIX system and TimeTap scheduling tool.
- 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.
- CMS has issued the “Marketplace Integrity and Affordability Proposed Rule” that can be found [here](#).
 - BeWell submitted a joint comment with HCA and OSI to CMS on April 11 highlighting our concerns.
 - Updates will be shared when they are available.
 - This proposed rule does not impact our current business operations, it is still business as usual.



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.

Eligibility Questions Clarification

- Not submitting an application for official Medicaid review if the application reads “applicant(s) aren’t eligible” will not impact the consumer receiving APTC.

Additional Questions

When you see a star (*), 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.

It looks like the members listed below aren't eligible for Medicaid. They can still continue with a Medicaid application if we send their information to the Human Services Department for a final determination. They will still be able to shop for a Marketplace plan and will probably qualify for financial assistance, like premium tax credits, to lower the cost of the plan. *

Do any of these people want to request a final Medicaid determination from the Human Services Department?

☐ All

☐ **Patel**

☐ **Patel**

☐ **Patel**

☒ None

[Save and Continue](#)

Eligibility Details	
Date your application was submitted	Mar 11, 2025
Federal Poverty Level (FPL) based on your self-reported income i	325.33% What is this?
Federal Poverty Level (FPL) used to decide your Program Eligibility	325.33%
Qualified Health Plan Eligibility Effective Date	Apr 01, 2025

You qualify for a premium tax credit and New Mexico Premium Assistance

This household qualifies for a premium tax credit and New Mexico Premium Assistance to help lower your monthly payments.

If your income is under 400% of the federal poverty level (FPL) and you recently lost Medicaid, you may also be able to get your first month of coverage through beWellnm for free.

If you have just reported a change, the amount of tax credits you can get moving forward may have changed based on the tax credits you have already gotten this year. [Learn more](#)

Your maximum monthly premium tax credit amount i	\$1,165.00
Your maximum monthly New Mexico Premium Assistance amount i	\$51.95

Program Eligibility			
Name	Results	We need proofs from these categories	Status
Patel	Marketplace Health Plan with Premium Tax Credits i New Mexico Premium Assistance Level 3 i Medicaid Ineligible i (beWellnm has assessed you as NOT eligible for Medicaid, and you chose not to have your information shared with the Human Services Department for a final Medicaid eligibility decision.)	-	
Patel	Marketplace Health Plan with Premium Tax Credits i New Mexico Premium Assistance Level 3 i Medicaid Ineligible i (beWellnm has assessed you as NOT eligible for Medicaid, and you chose not to have your information shared with the Human Services Department for a final Medicaid eligibility decision.)	-	
Patel	Marketplace Health Plan with Premium Tax Credits i New Mexico Premium Assistance Level 3 i Medicaid Ineligible i	-	

Confirm

Please confirm your selection on the previous screen by selecting "Confirm" below.

Important: If we assessed a member as eligible for Medicaid, and the member opted out of a final Medicaid determination, that member will not be eligible for financial assistance, including premium tax credits, for Marketplace coverage.

If we assessed a member as ineligible for Medicaid, and the member requested

[Confirm](#) [Cancel](#)



Bewell

New Mexico's
Health Insurance
Marketplace