The meeting will begin shortly.

Please add your first and last name so we know who is in attendance.

Please mute your phone and turn off your camera if you do not want to be seen.

BeWell
New Mexico's
Health Insurance
Marketplace

Voice of the Assisters

May 27, 2025

Meeting link can be found [here](). Password: j#J?$6gz

Agenda

- What's The Best That Can Happen
- How to reach us
- BeWell certification update
- NMHIX system update
- Important reminders
- TimeTap scheduling tool
- Eligibility questions and clarification

Marketing Update

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 Certification Update

- PY25 Certification training is closed for the remainder of the plan year.
- BeWell launched a new Learning Management System (LMS) in February.
  - **Please bookmark the new LMS website: learn.bewellnm.com**
  - You will be expected to update your profile with new required fields; **including a unique phone number for each broker**.
- PY26 certification training opens July 1 and close August 31, 2025.
  - PY26 certification will be available to agencies and brokers in New Mexico and bordering states (AZ,CO,TX,UT,OK), and to organizations in New Mexico.
  - PY26 Certification training must be completed by August 31, 2025, to be certified for PY26.
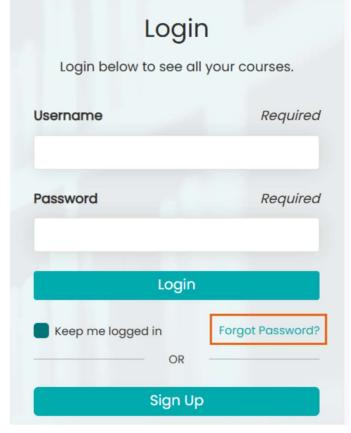
BeWell Certification Update

- All existing LMS users have been migrated to new LMS system and should have received the following email from Learn BeWellNM:

Time Sensitive: Update your BeWell LMS Password

Learn BeWellNM
To ● Tonya Bruno

☺ | ↩ Reply | ↩ Reply All | → Forward | 📊 | ⋯

Tue 5/20/2025 3:41 PM

ⓘ You forwarded this message on 5/20/2025 3:47 PM.

Hi Tonya Bruno,

BeWell has launched a new Learning Management System (LMS), and we have imported your account from the old LMS.

You will maintain your existing username. Just in case you've forgotten, your username is: tbruno@nmhix.com

We need you to **take action in the next 24 hours** by resetting your password using the link below:

https://learn.bewellnm.com/#/resetpassword/JEhCnarJdHvQV4Tv2vgDRfKhFdZ-RH7p9ApKuRbZsbQnlArDjKqVJdAqEzlF6Bw2pWsFtKBgjOgxq_07kGYZMQ2?
link=aHR0cHM6Ly9sZWFyYi5iZXdlbGxubS5jb20vYXBpL3Jlc3QvdjIvcGFzc3dvcmQtcmVzZXRzL0pFaENuYXJKZEh2UVY0VHydmdEUmZLaEZkWi1SSDdwOUFwS3VSlpzYlFubEFyRGpLcVZKZ

If you do not take action within 24 hours, go to learn.bewellnm.com and click forgot password to reset your password.

Please make sure every field in your profile is complete and up to date with your current information by 7/1/25. **View our instructional video** if you need help updating your profile information.

Thank you,

BeWell

Note: This is a system generated message. Please do not reply to this email.

Password rest

- If you did not access your reset password link within 24 hours you will need to click the forgot password link.
- Password reset can take up to 15 minutes to receive the link, avoid making multiple requests at the same time.
- Each forgot password request requires a new link and can take up to 15 minutes to receive.
- If you did not receive an email, please check your junk mail and list BeWell as safe email.
- Please email partners@nmhix.com if you did not receive an email.

BeWell NMHIX Update

- BeWell is launching a new eligibility and enrollment system for PY26.
    - Assisters certified for PY25 and PY26 will have access to both the current Optum system and the new GetInsured system for PY26.
- ONLY assisters certified for PY26 will be migrated to the GetInsured system.
    - Assisters 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.
    - **Unique phone number needed for each broker.**
    - We may be reaching out to collect this additional information as needed.

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

Important Reminders

- 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.

- CMS issued the "Marketplace Integrity and Affordability Proposed Rule" that can be found [here](#).
  - BeWell, HCA and OSI submitted joint comments highlighting our concerns.
  - The "Big, beautiful bill" passed in the house and has most of the CMS proposed rule included, plus more.
  - We will share updates on changes when we have them.
  - This does not impact our current business operations, it is still business as usual.

TimeTap Scheduling Tool

- The TimeTap scheduling tool is available to assisters certified with BeWell for 2 consecutive years and have completed at least 10 enrollments.
- Assisters who 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 who 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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