

The meeting will begin shortly.



Please add your first and last name,  
mute your phone and turn off your  
camera if you do not want to be  
seen.



# Voice of the Assister



June 24, 2025

Meeting Recording can be found  
[here](#) and passcode is Yn+pPU9?





## How to Reach Us: We're Here to Help

### 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!



## Agenda

- BeWell certification update
- NMHIX system update
- Important Reminders





## PY26 Certification Training July 1 – August 31

BeWell launched a new Learning Management System (LMS) in February and all existing LMS users have been migrated to new LMS system. This new system is used to complete the certification and is different than the eligibility and enrollment system. Please bookmark the LMS website: [learn.bewellnm.com](https://learn.bewellnm.com).

- You should have received a link to reset your password.
- If you did not access your reset password link within 24 hours, you can go to [learn.bewellnm.com](https://learn.bewellnm.com) and click “Forgot Password”.
- 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 a safe email.

Please email [partners@nmhix.com](mailto:partners@nmhix.com) if you did not receive an email.

A screenshot of the BeWell LMS login page. The page has a light blue background with a subtle pattern. At the top, it says 'Login' and 'Login below to see all your courses.' Below this are two input fields: 'Username' and 'Password', both labeled 'Required'. There are teal buttons for 'Login' and 'Sign Up'. A checkbox labeled 'Keep me logged in' is next to the 'Login' button. A link labeled 'Forgot Password?' is highlighted with a red box.



## New GI System Overview: Easing Into What's Next

Today we will provide a high-level preview of what's changing, what's staying the same, and important things to keep in mind as we move into the new GI platform for **PY26**!

### Connecting New Mexicans to health coverage.

BeWell is the only place that you can apply for financial help to lower the cost of your monthly premiums and out-of-pocket costs for health insurance.

#### LET'S GET STARTED



#### Browse for health & dental plans

Shop first, sign up later.



#### Register with access code

Use your access code to register for a new account.



#### Log in to existing account

If you already have an account, log in here.



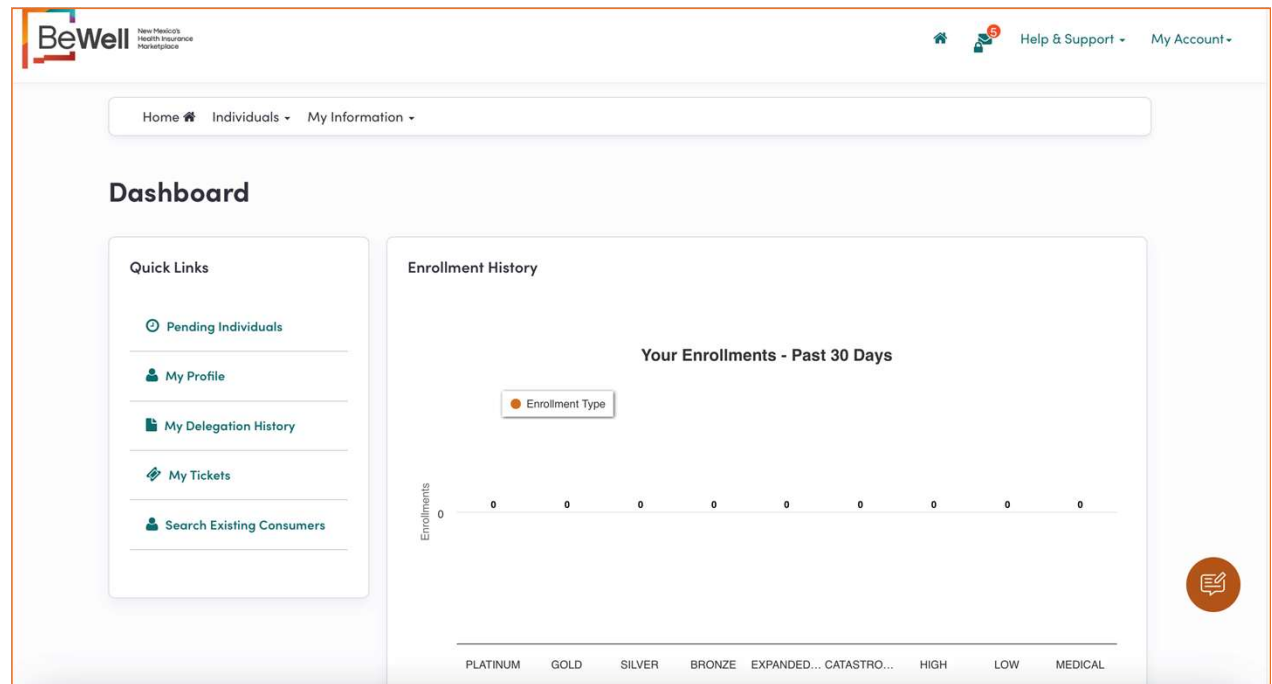
## New Terms, Same Meaning: Translating the New HIX System

Optum	Get Insured
Authorization	Delegation
Individuals	Clients/Customers
Tickets	Support Requests
Customer Engagement Center (CEC)	Customer Service
Turquoise Care	Medicaid



# The New Broker Dashboard: What's Different?

- **New layout** and organization of dashboard information.
- **PY26 premium billing** is now handled by the carrier (no longer visible on the broker portal).







## Old Meets New: Familiar Features Ahead

**Client Search:** You'll still be able to find clients using the same search tools you know.

**Anonymous Shopping:** This experience remains available- no login needed to preview plans.

**Book of Business Export:** This function is still supported, just as before with even more information!

**Search For Existing Consumer**

☐ I agree to have the permission to perform this search, and that the information provided to me is solely the consumer's identity in contact to the best of my knowledge.

Please fill in all of the fields below to verify the consumer's identity.

First Name*	Last Name*	Date of Birth*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Document Type*	Document Number*	Gender*
<input type="text"/>	<input type="text"/>	<input type="text"/>

HEALTH PLAN

Medicare

DENTAL PLAN

BEST Life and Health Insurance Co.,



## Migration Tips: Things to Keep in Mind



### Update LMS Profile

Keep training and certification records up to date.



### All agents will be set up under an agency

Individual accounts will now roll up to the agency structure.



### Set up an EIN

Ensure you are prepared for the new system setup. Using your SSN is also an option.



### Public Profile Setup

We are working to ensure assisters will be able to list their business information.



## Next Steps: Staying Informed

- We'll share updates on upcoming GI system trainings.
- Assisters must pass PY26 certification before accessing GI training.
- Access to the new platform begins **October 2025**.







# Important Reminders

- Periodic Data Matching has been done and BeWell is sending notices to consumers this week.
  - This process uses electronic data sources to identify BeWell enrollees who may no longer meet eligibility criteria.
  - BeWell checks four factors – Medicaid enrollment, Medicare enrollment, deceased and failure to reconcile the premium tax credits.
- [Enhanced Premium Tax Credits](#) will expire in 2025, unless Congress takes action to extend them.
  - Monthly premiums will be higher as the amount of APTC will be reduced for households up to 400% and APTC will be eliminated for households over 400% of the FPL.
- CMS finalized the “Marketplace Integrity and Affordability Proposed Rule” that can be found [here](#).
  - The effective date of the rule is 60 days after publication and provides more flexibility to state-based marketplaces than originally proposed.
  - The “Big, beautiful bill” is being debated in congress and do not know what will happen with that proposed legislation.
  - Right now, it is still business as usual, and we will share updates as they are available.

