

The meeting will begin shortly.



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



Voice of the Assister

July 29, 2025

Meeting recording can be found
[here](#)

Recording password: z?UrbZo1





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: Consumer specific questions go to the Contact Center

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

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



Agenda

- BeWell certification update
- NMHIX system update
- New federal changes
- Important reminders

WHAT'S
THE BEST
THAT
CAN HAPPEN





PY26 Certification Training

Training must be completed by August 31

BeWell launched a new Learning Management System (LMS) in February which is the system is used to complete the certification training and is different than the eligibility and enrollment system. PY26 Certification Training must be completed by August 31, 2025, and will not reopen.

Please review the Certification Guide that can be found [here](#) and bookmark the LMS website: learn.bewellnm.com



PY26 Certification Training

Training must be completed by August 31

If you need to reset your password, you can go to 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.
- Once you have reset your password and updated your profile, you will need to make a request to enroll in the PY26 Assister Certification course.

**Please email partners@nmhix.com for questions or assistance.*



New NMHIX GI System: Easing Into What's Next

Assisters who have certified for PY26 and updated their LMS profile will be able to access the new NMHIX system training beginning in August.

We will host NMHIX system office hours in October. More to come.

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 Federal Updates

- **Deferred Action for Childhood Arrivals (DACA)**
 - The federal government has determined DACA recipients are no longer eligible for coverage.
 - All current DACA enrollees will see their coverage end on September 30, 2025.
 - BeWell will be notifying these customers on Sep 1st.
- **Low-income individuals and households**
 - Effective August 25th, the federal government has removed New Mexico's special enrollment period for those with household income up to 200% of the federal poverty level (about \$62,400 per year for a family of four).
 - Please ask consumers seeking coverage in this category if they have had other life changes. They may qualify through a different qualifying life event.
- **Losing Medicaid**
 - The federal government has made significant changes to Medicaid. These changes are not in effect for PY26.
 - Questions about Medicaid coverage should go to the New Mexico Health Care Authority.



New Federal Updates Cont.

- **Documents to confirm income**
 - The federal government is requiring BeWell to request more documents for some applicants.
 - If BeWell is unable to confirm a customer's income using federal data sources, we will request documentation from the customer.
 - They will have 90 days to provide this documentation but can still receive advance premium tax credits (APTC) and enroll while they send us their information.
- **Restrictions on savings for some customers**
 - People who are ineligible for Medicaid due to their immigration status and the five-year bar will no longer be eligible for APTC starting in plan year 2026.
 - For people who are not U.S. citizens, only people who qualify as "eligible aliens" will qualify for APTC, Cost-Sharing Reductions and other savings starting in plan year 2027.
 - All "eligible aliens" will need to show proof of immigration status to qualify.
 - Some lawfully present individuals who receive these savings now may no longer be eligible starting in plan year 2027.





Save The Dates

PY26 Virtual Kickoff Meetings

- Daily, September 22 – 26
- 11am - noon via Zoom
- A different carrier will present every day
- Registration will open on September 1st
- Only assisters certified for PY26 will be able to attend



Important Reminders

- BeWell will inform customers whose eligibility will be impacted by the federal changes.
- [Enhanced Premium Tax Credits](#) will expire in 2025, unless Congress takes action to extend them.
 - The amount of APTC being lost for households under 400% will be covered by HCAF.
 - APTC will be eliminated for households over 400% of the FPL and there will be no supplement from HCAF for these households.
- BeWell reached out to households whose authorizations to use the federal data sources (i.g., IRS) has expired. These consumers received an email and text message from BeWell.
- Only assisters certified for PY25 will have access to the current NMHIX Optum system.



