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Important Updates From BeWell

Thank you to those who attended the July Voice of the Assister meeting. The presentation and recording can be found [here](#). Just a reminder that you can see our frequently asked questions [here](#).

As a follow-up to the New Federal Changes presentation and discussion, we want to clarify the following:

- BeWell continues to receive guidance from CMS and will share additional updates [here](#).
- In addition, the *Federal Laws and Rule Changes* module of the PY26 Certification Training includes all of the recent federal updates. We encourage you to review this section again if you have already completed the training.
 - Instructions on how to re-access a module have been added to section 8 of the LMS Navigation & Certification Guide, which can be found [here](#).

New NMHIX System Training Update

Beginning on August 11, assisters who have successfully completed the PY26 Certification Training will be enrolled in the New NMHIX System training.

- You must complete the PY26 Certification Training to be enrolled in the NMHIX System Training.
- The New NMHIX System Training must be completed by October 15 to receive portal access in the new NMHIX system.

- If you do not receive the new enrollment email by end of day Monday, please check your LMS account under **MyCourses** and see if you have a new course added. If not, please reach out to partners@nmhix.com.

After completing the PY26 Certification Training, assisters will receive the following email:



Learn BeWellNM
To NMHIX Media



10:20 AM

Hi Media Test,

You've completed your BeWell Certification -- great job!

Your next required course is New NMHIX System Training it is now available in **MyCourses**. Please complete it by October 15 to ensure continued access and understanding of the updated platform.

Your course can be accessed by selecting the link below:

learn.bewellnm.com

For any questions or concerns regarding training, please email us at: partners@nmhix.com.

Thank you for your commitment to health coverage in New Mexico.

BeWell

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

PY26 Certification Reminder

PY26 Certification Training needs to be **completed by August 31** to be certified for PY26. PY26 Certification training will not reopen after August 31.

Below are the steps you need to take to ensure a seamless transition to the new system.

- If you did not already 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.
- Please make sure all of your profile information is up to date. You may reference [this instructional video](#) to help you reset your password and update all required fields.

Please email partners@nmhix.com if you have any questions or need assistance.

Important Reminders

Stay up to date with BeWell and your colleagues by joining the Voice of the Assister calls the last Tuesday of the month from 9-10am. Contact partners@nmhix.com to make sure you receive the meeting invitation.

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

Email Partners

Email CEC

Email Nathan

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