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Take Action! Reset Your Password and Update Your Profile

BeWell launched a new Learning Management System (LMS) in February and all existing LMS users have been migrated to the 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.

Take the following steps to ensure a seamless transition to the new system.

- 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 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 if you did not receive an email.

A screenshot of the BeWell login page. The page has a light blue background with a subtle pattern. At the top, the word 'Login' is centered in a dark grey font. Below it, a smaller line of text says 'Login below to see all your courses.' There are two input fields: 'Username' and 'Password', both labeled 'Required' on the right. Below the 'Password' field is a teal button labeled 'Login'. Underneath the 'Login' button is a checkbox labeled 'Keep me logged in' and a link labeled 'Forgot Password?' which is highlighted with an orange border. Below this is the word 'OR' and a teal button labeled 'Sign Up'.

Once you have logged in, please go to your profile and make sure all of your information is up to date. You may reference [this instructional video](#) to help you reset your password and update all required fields.

PY26 certification training opens July 1 and closes August 31. Training is 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.

BeWell Eligibility and Enrollment System Update

- Assistants certified for PY25 and PY26 will have access to the old and new NMHIX System for PY26.
 - ONLY assistants certified for PY26 will be migrated to the new system.
 - Assistants who do not certify for PY26 will not be the AOR for customers.
 - The new system requires the following additional assistant information:
 - Business name – Individual brokers not affiliated with an agency will be set up as an independent agency in the new system.
 - Employer Identification Number (EIN) or SSN.
 - State Agency License Number.
 - Unique phone number needed for each broker. You need a number that can receive text messages as the system could use this number to send you passwords or other links.
 - We may be reaching out to collect this additional information as needed.
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Important Reminders

- Stay up to date with BeWell and your colleagues by joining the Voice of the Assistant calls the last Tuesday of the month from 9-10am. Contact partners@nmhix.com to make sure you receive the meeting invitation.
 - If you cannot attend the meetings, please review the meeting presentations and recordings [here](#).
- Brokers are responsible for maintaining 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.
- BeWell continues to monitor what's happening in Washington. We will update you when we have more information.

- This does not impact our current business operations, it is still business as usual.

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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