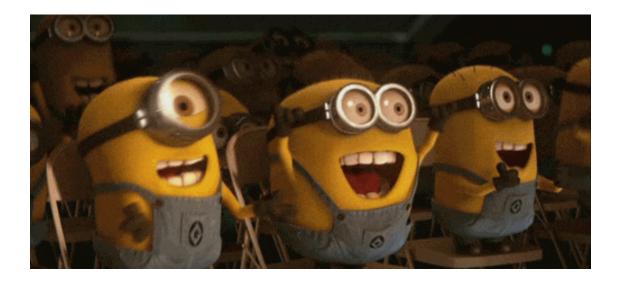
#### View this email in your browser



## **Congratulations on Completing Training!**



Congratulations and thank you for completing the PY26 BeWell Assister Certification training. The certification training is now closed, but the New NMHIX System Training is available and needs to be completed by October 15 to receive access to the new system.

Open enrollment is quickly approaching and we will keep you informed with, regular email communication like this one, and a calendar invitation to our monthly *Voice of the Assister* meetings. These meetings take place via Zoom on the last Tuesday of the month from 9 a.m. to 10 a.m.

#### Save the Date

# Save the Date & Register



2026 Open Enrollment Kickoff Meeting

- September 22-26
- (h) 10:30 a.m. to 12 p.m. daily
- Registration opens September 1, 2025











Please save the dates for our PY26 Kickoff Meetings and register <a href="here">here</a>.

These virtual meetings are for our PY26 certified assisters to hear from our carrier partners about any plan, rate and service area changes and ask any questions specific to our carrier partners. **Registration closes on September 18th** so don't wait to register!

# **Important Reminders**

- The New NMHIX System Training must be completed by October 15 to receive portal access in the new NMHIX system.
  - Assisters will receive a link to claim their portal and gain access beginning
    October 15th.
  - PY25 management will continue to be in the current Optum NMHIX system.
- Stay up to date with BeWell communications and bookmark our <u>Assistance</u> Network Resource Page.

- This is where you will find communication, Voice meeting materials, trainings, promotional materials and more!
- Brokers are required to maintain an active license for New Mexico.
  - If your license expires, your access to the BeWell enrollment portal will be revoked and your book of business will be informed.
- Brokers are responsible for contracting with our carriers on BeWell.
  - BeWell does not pay or advocate for commissions.
  - Below are the carrier contacts for any questions you may have regarding contracting with the carriers and their commission structure.

### **Carrier Contacts**

Presbyterian Health Plan	Broker Support Services
	producerinfo@phs.org
	Mandie Gonzales (New Sales <mark>)</mark>
	Account Executive
	Phone: (505) 923-8708
	Email: <u>agonzales84@phs.org</u>
	Chene Eaton (Member Retention)
	Account Manager
	Phone: (505) 923-8339
	Email: <u>ceaton4@phs.org</u>
	Individual and Family Plan Sales Contact Center
	Phone: 1-866-869-7737, option 4 (toll-free)
	Email: <u>iplan@phs.org</u>
	Website: <u>www.phs.org/iplan</u>
BlueCross Blue Shield	Debra Gassoway, Senior Producer Sales Consultant
	debra.Gassoway@bcbsnm.com
	Pre-Sale Support 866-446-5685
	Post-Sale Support 888-222-0572
	Producer Service Center 855-782-4272
l .mp/bewell.nmhix.com/bewell-assistance-r	l network-lms-profile-12768778

•••	
	Customer Service 866-236-1702
Molina Healthcare	Molina Healthcare Broker Services Unit
	Phone: 1-855-885-3179
	Email: MPBrokerSupport@MolinaHealthcare.com
	Hours: 6:00 AM – 6:00 PM MT, Monday – Friday (MST)
	Broker Portal: Account.EvolveNXT.com
United Healthcare	Producer Help Desk
	Phone: 1-866-235-4095
	Email: <u>acabrokersupport@uhc.com</u>
	Timothy Patterson, Agency Manager
	Email: <u>timothy_Patterson@uhc.com</u>
	Phone: (952) 908-8864
Best Life Dental	Customer Help Desk
	Phone: 1-800-433-0088
	CS@BestLife.com

Thank you for your commitment to support health insurance coverage in New Mexico. Please reach out to us at <u>partners@nmhix.com</u> anytime you have questions or need support.

# **Need Help?**

#### Partners Inbox: Nathan Garduño, Broker **Contact Center Inbox: Relations Specialist:** ·Eligibility Questions ·Broker ID Proofing ·Consumer ID Proofing ·Broker recruitment and ·Certification Inquiries ·Application Inquiries retention ·TimeTap Scheduling Tool ·Enrollment Files ·Broker Complaints ·Carrier Contacts ·AOR Requests ·Agency Acquisitions ·Training Requests ·BeWell Marketing ·System Issues ·Broker Event Requests Materials **Email CEC**

https://mailchi.mp/bewell.nmhix.com/bewell-assistance-network-lms-profile-12768778

**Email Partners** 

**Email Nathan** 

#### Follow Us on Social Media









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