

[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**
- 🕒 **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 [here](#).

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

	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: acabrokersupport@uhc.com Timothy Patterson, Agency Manager Email: timothy.Patterson@uhc.com 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 partners@nmhix.com anytime you have questions or need support.

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

Follow Us on Social Media



Copyright (C) 2025 BeWell, New Mexico's Health Insurance Exchange. All rights reserved.

Our mailing address is:

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe](#)

