

The meeting will begin shortly.



Please add your first and last name to the zoom. All participants have been muted and cameras turned off.



Voice of the Assister

S e p t e m b e r 3 0 , 2 0 2 5

M e e t i n g r e c o r d i n g c a n b e f o u n d

[h e r e .](#)

P a s s w o r d : S e p 2 0 2 5 V O A !





Agenda

- BeWell PY26 Kickoff Meeting Update
- NMHIX System Update
- October Happenings
- TimeTap Scheduling Tool
- BeWell Broker Enrollment Events
- Important Reminders

WHAT'S
THE BEST
THAT
CAN HAPPEN





PY26 Kickoff Meeting Updates

PY26 Kickoff meetings are complete, and presentations and recordings can be found [here](#).

This is where you will find PY26 plan information along with carrier and agency contact information.

Assistance Network

Welcome to the Assistance Network – Our Broker and Enrollment Counselor Resource Center

Questions?

Kickoff Meeting Presentations

	OSI Presentation
	BlueCross BlueShield Presentation
	BlueCross BlueShield Rate Transparency Report
	United Healthcare Presentation
	United Healthcare Rate Transparency Report
	Health Care Authority Presentation
	New Mexico Medical Insurance Pool Presentation
	Presbyterian Presentation
	Presbyterian Transparency Report
	Molina Health Care Presentation
	Molina Health Care Transparency Report



PY26 Certification Training

New NMHIX System Training and Access

PY26 Certification Training is now closed and will not reopen, thank you for certifying.

Now that you are certified, you must complete the New NMHIX System training in the LMS by October 15.

You will receive a link to claim your portal account in the new NMHIX system on October 15.

You will receive a virtual meeting invitation to the first NMHIX system demonstration and training the week of October 15.



October Updates



- Existing customers will receive a letter to claim their account in a purple envelop.
- Assisters certified for PY26 will receive a link to claim their portal account.
- Anonymous shopping opens.
- Renewal letters will be sent to existing customers.
 - If no action is taken, consumers will auto-renew in their current or similar plan.
 - Renewal notices will be available in the new NMHIX portal

Note: Any customer communication about the new system or federal changes are available [here](#).



TimeTap Sceduduling Tool

- The [TimeTap scheduling tool](#) is available to assisters certified with BeWell for 2 consecutive years and have completed at least 10 enrollments.
- Assisters who would like to participate in the tool need to submit an Assister Profile form [here](#).
 - Assisters approved must accept virtual appointments and sync with a dedicated calendar.
 - Assisters are expected to update appointment status with an outcome reason; failure to comply may result in account suspension.
 - BeWell has the authority to edit or modify profile bios as needed.
 - TimeTap will close to new assisters on October 15 and will reopen in March 2026.

Note: TimeTap does not prohibit consumers from scheduling appointments with multiple brokers.



Open Enrollment Broker Events

BeWell invites brokers to host enrollment event during open enrollment. Approved events will be added to the BeWell events page on the website and event details will be shared with consumers.

- BeWell Broker Enrollment Event Request Form can be found [here](#).
- Enrollment event requests must be submitted by Dec. 1, 2025.
- Event requests need to be submitted 10 days prior to the event to be considered.
- Events must be in person at a physical location in New Mexico.



DACA Update

Deferred Action for Childhood Arrivals (DACA)

- DACA recipients are no longer eligible for coverage through the marketplace.
- All current DACA enrollees will see their coverage end on September 30.
- HCA has created a DACA Bridge initiative to support coverage for DACA recipients that lost their BeWell coverage. Information can be found [here](#).
- DACA consumers will work directly with the carrier they are enrolled with if they choose to maintain off-exchange coverage.
- BeWell will continue to share federal update on our website. They can be found [here](#).
 - This is where you will find the federal definition of [Eligible Alien](#) that going into effect in 2027.



Important Reminders

- Certification is valid 11/1/25-10/31/26.
- BeWell will continue to share federal updates on our website. They can be found [here](#).
 - If enhanced premium tax credits are extended, BeWell will re-run eligibility at the time of the policy change.
- The PY26 affordability threshold will be 9.96%.
- Assistors certified for PY25 and PY26 will have access to both NMHIX enrollment systems.
- BeWell has added Be Ready customer communications to the assistance network page. You can find the list [here](#).
- OSI has approved the PY26 rates. They can be found [here](#).



Stay Up to Date We're Here to Help

Need Help?

Partners Inbox:

- BeWell certification requests.
- TimeTap scheduling tool requests.
- Training requests.
- Agency acquisitions.
- Marketing and event questions

Customer Service Inbox:

- Eligibility questions
- Consumer ID proofing
- NMHIX system access issues
- Application Inquiries
- AOR

Bookmark the [Assistance Network Resource Page](#)!

This is where you can find trainings, communication, promotional flyers and our [Frequently Asked Questions](#).





Bewell

New Mexico's
Health Insurance
Marketplace