

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

O c t o b e r 2 8 , 2 0 2 5

T h e 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 : **Oct2025VOA!**





Agenda

- BeWell PY26 Resources
- NMHIX System Updates
- Customer Updates
- TimeTap Scheduling Tool
- Important Reminders

WHAT'S
THE BEST
THAT
CAN HAPPEN





Assister Resources

Assister Line: 866-224-9153

Bookmark the Assistance Network Page that can be found [here](#).

This is where you will find NMHIX system resources, meeting materials, assister communication and [Frequently Asked Questions](#).

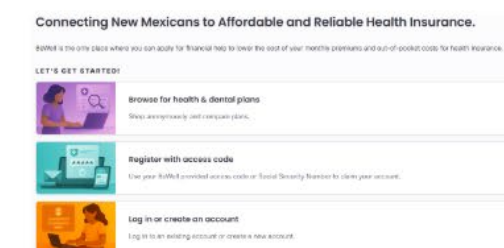
Assistance Network

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

Questions?



2025 System Resources



2026 System Resources



Promotional Materials



System Updates

Assister Line

Some of you have provided really valuable feedback. We appreciate your patience and understanding that this is a new system and we are tackling issues head on as they happen.

- Issues with saying “no” to the callback triggering the end of the call.
- Issues with “dead air”
- Can’t get authenticated

We are actively monitoring calls and working to make the process better if we can.

We know many of you don’t see the value of the IVA but here are some great things happening with it:

- It connects consumers with you directly if they want (we are seeing good utilization of this now!)



System Updates

Populations With Special Renewal

During an October special legislative session, New Mexico lawmakers passed legislation to shore up the loss of federal tax credits. This fix is temporary.

This is great! But the close timing to OE means we aren't able to get all the complex calculations into the system for certain user groups:

- Those with income over 400% of the FPL
- Those with income under 100% of the FPL and not are eligible for Medicaid due to their immigration status



System Updates

Communication to Special Populations

- Those over 400% FPL and under 100%
 - Will be getting combined eligibility and renewal notice showing the correct adjustments.
 - This corrected amount will not be in the system until mid-late November and only under the “My Enrollments” tab. This means your clients will see inaccurate information on November 1. You will need to communicate and ensure they received their mailed notice.
 - The subsidy level shown on the notice will stay the same.
 - If you are helping a customer re-shop, if they have \$200 of NMPA and they pick a new plan that shows a \$300 premium
 - $\$300 - \$200 \text{ (NMPA)} = \$100 \text{ net premium}$
- If the person has a change to their household (income, zip code, household size, etc.) the subsidy amount may change. You need to call BeWell.



System Updates

Other Special Populations

- Multi-tax household customers will need to create a new account, apply and enroll in coverage. They were not migrated into the new system.
- Bronze metal tier: Enrollees with a Bronze plan in 2025 will have to shop and pick a plan for 2026. PHP is not offering a bronze plan in 2026. Therefore, these enrollees could not be mapped to a new plan.
 - Another group of PHP Gold (and its Turquoise variant) enrollees (936) could not be mapped in the initial renewal; they will be mapped and renewed in the catch-up run later in November.
- New customers in the 400% or 100% groups.
 - You MUST get help from BeWell to enroll new customers in these groups.
 - You can help set up an account and apply but you will need to reach out to BeWell to do a manual override on the subsidies so they will be correct.
 - From there BeWell can assist you in helping enroll your customer.



System Updates

Pay Now

The Pay Now function connects to the carrier while the enrollment is being transmitted.

This transfers information about the enrolled and their costs in real time to enable the binder payment for the first month's premium.

The full 834 enrollment file is transmitted in a nightly batch process.

Assisters will know the binder payment has been accepted when the customer's account shows coverage is confirmed and not pending.

Health Plan


Molina Turquoise 3 Low Cost Generic Rx
EXTRA SAVINGS
[View Benefit Details](#)

SUMMARY OF BENEFITS

Plan Type	HMO
Primary Care Visit:	\$10 Copay
Generic Medications:	\$5 Copay
Deductible:	
Out-of-Pocket Maximum:	

PLAN SUMMARY

Coverage Start Date:	01/01/2026
Coverage End Date:	12/31/2026
Enrollment Status:	Pending
Monthly Premium:	\$957.90
Elected APTC:	\$62.39
New Mexico Savings	\$246.00
Net Premium:	\$649.51
Premium Effective Date ? :	01/01/2026

CONTACT YOUR INSURANCE CARRIER

Customer Service:

Web:

COVERED FAMILY MEMBERS

Child	Three Rivers	01/01/2026 - 12/31/2026
Self	Rooney Steelers	01/01/2026 - 12/31/2026

[Pay Now](#)[Cancel Coverage](#)



System Updates

Assister Profile Updates

Only Agency Managers can make profile updates. If you need to make an update to your NMHIX profile and do not have access, please contact 866-224-9153.

We have confirmed assister cell phone number will not appear in the consumer search tool.

If you would like to add or are missing a broker under your agency, please contact the assister line or submit a support request.

If you are starting a new agency, please submit a support request or email us at partners@nmhix.com



Customer Updates

- Existing customers received a letter and email to claim their account. This communication did not list the designated assister.
- Customers can see their designated assister once they have claimed their account and on their renewal notice.
- Once your customer has claimed their account, assisters will be able to see their customer communication in the customer's portal inbox.
- If customers call the IVA it can recognize the customer, tell them who their assister is and offer to transfer the call to their assister.
- Customer communication specific to the new system can be found [here](#).
- Customer How To videos can be found [here](#).
- Renewal letters will be sent to existing customers.
 - If no action is taken, consumers will auto-renew in their current or a similar plan, if available.
 - Renewal and eligibility notices will be delivered by communication preference; either hard mail or in their account's secure inbox.



BeWell TimeTap Scheduling Tool

TimeTap is closed to new assisters; we will reopen in March 2026.

BeWell became aware the system needed an update to enhance security. TimeTap is up and assisters can resume tracking appointment outcomes.

Any profile or calendar edit requests need to be sent to partners@nmhix.com, and BeWell has the authority to edit or modify profiles as needed.

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



Important Reminders

- Assistors certified for PY25 & PY26 will have access to both NMHIX enrollment systems.
 - All PY25 actions must be taken in the old system (getcovered.bewellnm.com)
 - All PY26 actions must be taken in the new system (enroll.bewellnm.com)
- Once you have claimed your account, you will need to access the authenticator app you downloaded to obtain the code needed each time you log in.
- Anonymous shopping opens on Nov. 1.
- Brokers must maintain an active license or your NMHIX system and TimeTap access will be suspended.
- 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.
- The PY26 affordability threshold is 9.96%.
- BeWell has added Be Ready customer communications to the assistance network page. You can find the list [here](#).
- BeWell Broker Enrollment Event Request Form can be found [here](#) and event requests must be submitted by Dec. 1, 2025.



Stay Up to Date We're Here to Help

Partners Inbox:

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

Assister Line:

- 866-224-9135
- Eligibility/Application questions
- Consumer ID proofing
- NMHIX system access issues
- AOR

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

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





Bewell

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