

Voice of the Assister

December 30, 2025

Meeting recording can be found

[here](#)

Password: **025VOA!**





Agenda

- NMHIX System Update
- Important Reminders
- Holiday Business Hours

WHAT'S
THE BEST
THAT
CAN HAPPEN





System Updates

Special Populations

- Those with incomes over 400% of the FPL and under 100% of the FPL
 - NMPA amounts are being applied to enrollments daily. Once applied, the amount can be seen under the "My Enrollments" tab.
 - The NMPA amount will stay the same if no changes are made to the household.
- If the person has a change to their household (income, zip code, household size, etc.) the subsidy amount may change.
- Changes that require a recalculation of the NMPA amount will take up to 3 business days to reflect in the system.
- If you need assistance with an NMPA discrepancy, you can call the assister line at 866-224-9153, or you can submit a support request through the customers portal.





System Updates

PY25 Enrollments

- If you need assistance with a PY25 enrollment discrepancy, you can call the assister line at 866-224-9153, press #5 and ask for PY25 support.
- Multi-tax households were not migrated, and those customers will need to start a new account and fill out the application.
- If you have searched and cannot find a customer in the new system, please create a new application for them.
- BeWell has contacted PY25 customers that have not been migrated to encourage PY26 enrollment.
- Customers will receive their 1095-A form the last week of January and will be assessable in the Optum system.





System Updates

Premium Payments

- Only new customers or customers who make a household change/reshop will get a pay now button to effectuate coverage.
- Carriers sent January invoices within the first two weeks of December. Carriers provided instructions on how to pay and/or set up autopayments.
- Communication was sent to existing customers inviting them to review the carrier payment information that can be found [here](#).
- BeWell did auto-draft for the December premium in November and is still running auto-draft for balances due. While some members who were on recurring payments received notice (even if they didn't have an amount due), for January only those with remaining balance for 2025 coverage will receive the notice.





Important Reminders

- Enrollments need to be completed by Dec. 31 for a Jan. 1 effective date.
- Verification documents can be uploaded in response to an RFI or by submitting a support request and attaching the document.
- If someone is not eligible for Medicare due to insufficient work quarters, please call the assister line, 866-224-9153 to see if they are eligible for assistance through BeWell.
- Brokers must maintain an active license or your NMHIX system will be suspended.
- BeWell will continue to share federal updates on our website. They can be found [here](#).
 - The Governor's budget proposal includes funds to extend NMPA to supplant the loss of enhanced premium tax credits (EPTC).
 - If EPTC are extended, BeWell will re-run eligibility.
- BeWell has many "How-to" resources that can be found [here](#).
- Look for a calendar invitation to *Chelley's Office Hours* on January 7th. This is not a training; it is drop-in hours where assisters can ask any system, application, or eligibility questions you may have.





BeWell Business and Holiday Hours

The BeWell Assister line is available Monday thru Saturday 7a.m. – 7p.m. during open enrollment and closed on Sunday and holidays.

This week we have the following extended hours:

- December 30 – 7a.m. – 8p.m.
- December 31 – 7a.m. – 9p.m.
- New year's Day, January 1 - closed





