



Voice of the Assister

BeWellnm.com

February 24, 2026

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Agenda

- RFI Impact Overview
- Qualified Life Events & Special Enrollment
- PY26 Enrollment Transactions
- PY25 Highlights
- Partner Survey
- Final Reminders



Introduction

- Chelley Pierre
- Assister Education & Support Manager
- Focused on strengthening the partner experience





Request for Information (RFI) Impact Overview

What Happened?

- Members had outstanding Request for Information, primarily income verification.
- Required documentation deadlines expired.
- Reminder notices at 30, 60, and 75 days did not generate.
- System automatically acted once deadlines passed.



Request for Information (RFI) Impact Overview

Impact to Members

- Some 2026 coverages were terminated.
- Some APTCs were removed.
- Actions were tied to missing verification documents.



Request for Information (RFI) Impact Overview

What is BeWell Doing?

- Reviewed impacted accounts in coordination with our carrier partners.
- Reinstated coverage and restored tax credits as appropriate.
- Granting extension to submit require documentation.
- New deadline: March 23, 2026



Request for Information (RFI) Impact Overview

Assister Action Items

- Assisters with impacted clients were notified via email on Friday, Feb 13.
- Client lists available upon request via the Partners inbox.
- Encourage members to submit verification promptly.
- Report other coverage if applicable.



Request for Information (RFI) Impact

| Summary | |
|-------------------|--|
| Issue | Outstanding income verification with missed reminder notices |
| Impact | Coverage terminations or removal of APTCs |
| Resolution | Account Review, reinstatement where appropriate, extension granted |
| Deadline | March 23, 2026, to submit required documentation |





Qualified Life Events (QLE) and Special Enrollment Periods (SEP)

- **A QLE must be reported ASAP.** The SEP shopping window is typically 60 days from the QLE event date, not the date reported.
 - A QLE may require additional verification documents before opening an SEP.
 - Anonymous shopping tool and New QLE video resources available.
- **Native Americans are eligible for year-round enrollment.**
 - Qualifying customers will need to report this QLE in their portal and use the application submission date as the QLE event date.
- **Stand-Alone Dental Plans (SADP) customers may shop and enroll year-round.**
 - Customers can only change or enroll in a plan once per month.
 - Currently, an SEP is not available for enrollment in a SADP. Please contact BeWell for enrollment assistance.
- **Per policy update, consumers losing Medicaid must enroll within 120 days of the last day of Medicaid coverage.**
 - Medicaid denial does not trigger SEP unless we sent eligibility to Medicaid during Open Enrollment.
 - Family planning is not considered full coverage which then qualifies the customer for a QHP policy.
 - Any issues with reporting these changes should be escalated via a support request.





PY26 Enrollment Transactions

- Brokers: BeWell will always use your producer NPN when sending over the enrollment. **We do not use the corporate TIN or agency NPN.**
- PY26 customers will receive premium statements from the carrier and **must pay the carrier directly.**
- **When the carrier receives payment, the carrier will inform BeWell the coverage is effectuated, and the customer's account will state "confirmed" in the NMHIX system.**
 - Note: Carrier system update timing may vary.
 - If you have an enrollment discrepancy, please submit a support request:
[How to Submit a Support Request](#)
 - If the support request option is not available, please reach out to partners.





PY25 Highlights

- **1095-A forms were mailed to customers and are available in the Optum system.**
 - We sent out updated 1095s for households that had a termination for non-payment during 2025. The updated 1095A will provide the premium and SLCSP amount for the first of month of the grace period, instead of reflecting \$0 in those columns.
 - Households with partial month coverage that previously reflected \$0 amounts on the 1095A have been reissued corrected forms. The updated 1095A is now available in Optum.
- **You will continue to receive Broker Digest notices regarding PY25 billing until the end of the grace period for these past due PY25 payments.**
 - Carriers have the discretion to terminate 2026 coverage for not maintaining PY25 coverage if the consumer enrolled with the same carrier.



Partner Survey

- Reflecting on the first OE in a new platform.
- Feedback on system, training, and resources.
- Opportunity to improve partner experience.
- Survey participation encouraged.





Final Reminders

- An updated **zero-dollar affidavit** has been added to the website and can be found [here](#).
- **The carrier member ID is not available in the NMHIX system.**
 - If the customer renewed with the same carrier, they will have the same member ID.
 - Member ID's can be located within the carrier portal.
- **Monthly broker license** monitoring on your NMHIX system will be suspended.
- Agencies with four or more brokers may request to have one additional Agency Manager added to their NMHIX account. Please contact partners@nmhix.com for more information.



