

Voice of the Assister

June 30, 2026

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Passcode: BeWellVOA26!



Agenda

- Innovative Partners/ American Collective SEP
- PY27 Certification
- Promotional Materials
- Recent Changes/Updates
- ICHRA Survey
- Ongoing Reminders

SEP – Innovative Partners/ American Collective

- SEP available June 17 – August 10, 2026.
- For consumers impacted by coverage sold through Innovative Partners/American Collective.
- Consumer must attest to loss or end of coverage.
- Documentation showing enrollment/purchase is required.
- Proof of termination is not required.
- Prospective or retroactive Marketplace coverage may be available.

Recent Policy Updates

- Some consumers may see changes to financial assistance eligibility due to federal rule changes.
- [New Mexico's Puente Health Program](#) may provide assistance for eligible consumers impacted by these changes.
- Income verification requirements may increase for some consumers applying for financial assistance.

Note: Additional federal changes are being monitored, and BeWell will continue to share updates as guidance becomes available.



PY27 Certification Overview

- **Important dates:**

- Certification period: July 1 – Aug 31.
- New User Portal Access effective October 1.
- Current certification expires October 31.
- Open Enrollment begins November 1.

- **Requirements:**

- Brokers/Agency: Active resident or approved bordering state license.
- Enrollment counselors: Need to be associated with an approved organization.
- View complete requirement details [here](#).

Note: Certification is required to assist consumers and conduct BeWell business for Plan Year 2027.

PY27 Certification – New Users

Learning Track 1

- Intended for brokers and enrollment counselors who have never been certified with BeWell, New Mexico's Health Insurance Marketplace.
- Complete registration through the [Join Our Assistance Network](#) page.
- Registration requests are reviewed and approved by BeWell before training access is granted.
- Complete all 6 required certification courses and the Final Assessment.
- Successfully certified users will receive portal access and certification status effective October 1, 2026.

Learner Track 1 Coursework

Course Order	Title
1	ACA & BeWell Basics
2	Eligibility and Enrollment rules
3	Application & System Training
4	Security & Data Privacy
5	ICHRA
6	Plan Year Updates
Final Certification Assessment	

PY27 Certification – Returning Users

Learning Track 2

- Intended for brokers and enrollment counselors currently certified with BeWell, New Mexico's Health Insurance Marketplace.
- Access certification training through the LMS.
- Returning users will complete the PY27 Fast Track Exam.
- Passing the Fast Track Exam allows users to bypass 2 certification courses.
- Users who do not pass the Fast Track Exam must complete all 6 required certification courses and the Final Assessment.
- Current certification and portal access expire October 31, 2026.

Learner Track 2 Coursework

Course Order	Title
Fast Track Knowledge Assessment	
1	ACA & BeWell Basics
2	Eligibility and Enrollment rules
3	Application & System Training
4	Security & Data Privacy
5	ICHRA
6	Plan Year Updates
Final Certification Assessment	

PY27 Certification – Returning Users

Learning Track 2

- Individuals who **do not** successfully complete PY27 certification:
 - Will lose certification status.
 - Will lose portal access on October 31, 2026.
 - Will be unable to submit applications or write business during November and December 2026.
 - Will be unable to write business for Plan Year 2027.



TimeTap

- An appointment scheduling tool that allows consumers to book directly with participating brokers/agents.
- Intended to improve accessibility and scheduling efficiency for consumers seeking assistance.
- TimeTap **is not** a lead generation tool and does not distribute or assign leads.
 - ***Note: Participation in TimeTap does not guarantee appointment volume or consumer engagement.***

TimeTap

- TimeTap request can be submitted during the certification period and the request form can be found [here](#).
- To be eligible for a TimeTap listing, certified brokers must:
 - Have been certified with BeWell for a minimum of 2 years.
 - Have a dedicated calendar to sync with.
 - Accept virtual appointments.
 - Maintain a book of business greater than 10 active enrollments.
 - Commit to reporting appointment outcomes on a regular basis.
 - Be in new Mexico or a bordering state.

ICHRA Survey Request

BeWell is surveying our broker community to better understand your awareness of, experience with, and interest in Individual Coverage Health Reimbursement Arrangements (ICHRA's).

Thank you in advance for taking the time to share your feedback by completing a brief survey that can be found [here](#).

Your insights will provide a better understanding of the broker community's interest in ICHRA's and help guide our future marketplace education, resources, and support efforts.



New Promotional Materials Available

- New promotional materials page is now available on the [Assistance Network](#) website.
- Partners can access approved outreach, branding, and engagement resources to support PY27 outreach efforts.
- New BeWell Certified Assister Badge available for certified brokers and enrollment counselors.
- Resources include the new badge, Zoom backgrounds, and outreach materials.



Ongoing Reminders

- **Support Requests** remain the primary method for submitting issues, escalations, and requests for review.
- Information regarding **Medicaid work requirements** can be found [here](#).
- **VOA meetings:** last Tuesday of each month.





Bewell

New Mexico's
Health Insurance
Marketplace