

Voice of the Assister

September 1, 2026

Access the recording [HERE](#)

Passcode: BeWellVOA26!



Agenda

- **PY27 Certification**
- **BeWell Kick Off Meetings**
- **OE Resources**
- **Outreach Updates**
- **Renewal Authorization Update**

Congrats to our PY27 Certified Partners

- Thank you to all new and returning partners who completed PY27 certification.
- New brokers will receive Broker Portal access beginning **October 1**.
- Agency structures and affiliations will be aligned prior to portal access.
- No additional action is required at this time.

PY27 Certification | What's Next?

- System training will be offered ahead of Open Enrollment.
- Training will include an application walkthrough and key system functionality.
- New partners can become familiar with the platform while returning partners refresh their knowledge.
- Training dates details will be shared soon.
- How-to videos and additional learning resources are available [online now](#).

Save the Dates | Oct 5 –9 2026

- BeWell PY27 Kickoff Meetings: October 5 – October 9
 - Recorded Virtual Meetings, daily from 11am – 1pm.
 - An individual carrier or partner will present each day.
- Schedule details will be available by Sept. 15
- Invitations will be sent to PY27 Certified Assisters.

Outreach Updates

- Updated promotional materials; flyers, zoom backgrounds, etc. will be added to the Assistance Network page in October.
- TimeTap request for can be found [here](#).
- Broker Enrollment Requests will be available starting October 1.
- Invite the community to share their BeWell story!

Share your
story!



Open Enrollment Resources

- Open Enrollment: **November 1, 2026 – January 15, 2027.**
- Visit the [Assistance Network page](#) for partner resources and updates.
- Review [system learning resources](#) and how to videos.
- Find [promotional materials](#), flyers and field resources.

New Operating Hours for Customer Service

- **Customer Service**
 - Sunday 11/01/2026 9:00–6:00 MST (Exception)
- **Regular Hours 11/02/2026 – 01/15/2027**
 - Monday–Friday 8:00AM–10:00PM MST
 - Saturday 9:00AM–2:00PM MST
- **Office Hours**
 - Monday–Friday 8:00AM–5:00PM MST



Renewal Authorization Update (1 of 4)

- Approximately 3600 households have an expired or declined renewal authorization.
- BeWell is sending notices directly to impacted consumers.
- Partners may receive questions from clients regarding these notices.

Renewal Authorization Update (2 of 4)

- **What Partners Should Know:**
 - Prepare impacted clients for the notice they may receive beginning August 31.
 - Encourage clients to review and update their renewal authorization by September 25.
- Impacted client lists are available to brokers upon request.
 - Contact Partners with questions or for additional support.

Renewal Authorization Update (3 of 4)

Please log in to your account at enroll.bewellnm.com and provide consent to verify your income by **September 25, 2026**, to ensure that your 2027 application is evaluated for financial-assistance eligibility. If you don't take action by September 25, 2026, your coverage may be renewed without evaluation for financial-assistance eligibility for 2027.

To update your consent:

1. Log in to your BeWell account
2. Click "Edit Application"
3. Click "Additional Information" and complete the 5 questions. You may also make other changes to your application, such as income or household size, if you need to do so.
4. On the "Review and Sign" page, provide consent for BeWell to verify your household income for renewal purposes.
5. Submit your application.

Renewal Authorization Update (4 of 4)

To make it easier to reduce the cost of my health insurance coverage in future years, I agree to allow BeWell to use computer sources, such as the Internal Revenue Service (IRS), to check my income. I also agree to allow BeWell to use my income data, including information from my tax returns, to determine whether I am eligible to continue to receive financial assistance. If those sources show I am still eligible for continued financial assistance, my insurance coverage and financial assistance will be renewed for another 12 months. I understand BeWell will send me a notice explaining that I have been renewed in coverage and allow me to make any changes necessary. I acknowledge if I elect not to give this consent, my insurance will be renewed without financial assistance for the following year. I also acknowledge I can discontinue, change, or otherwise opt out at any time.

Disagree



Ongoing Reminders

- **VOA schedule** returns to the last Tuesday of the month beginning Sept 29.



Bewell

New Mexico's
Health Insurance
Marketplace