

# Voice of the Assister

September 29, 2026

Recording can be found [here](#)

Password: BeWellVOA26!



# Agenda

- **PY27 Certification**
- **BeWell Kick Off Meetings**
- **OE Resources**
- **Outreach Updates**
- **Policy Updates**
- **Noncitizen policy changes**
- **SEP for loss of Medicaid**

# PY27 Certification | What's Next?

- PY27 Certification Training is closed to new and returning brokers.
- New brokers will receive Broker Portal access beginning **October 1**.
- PY27 certification will re-open Feb 1 – March 31, 2027.
- Training dates details will be shared soon.
- How-to videos and additional learning resources are available [online now](#).

# Save the Date & Register



2027 Open Enrollment  
Kickoff Meetings

 **October 5-9** [Register Now](#)  
 **11 a.m. to 12:30 p.m. daily**  
 **Registration is open**

**Note:** Zoom will start at 11am, no participants admitted after 11:15

10/5  **United  
Healthcare**

10/8  **MOLINA  
HEALTHCARE**

10/6  **PRESBYTERIAN  
Health Plan, Inc.**

 **HEALTH CARE  
AUTHORITY**

10/7  **BlueCross BlueShield  
of New Mexico**

10/9  **New Mexico  
Medical Insurance Pool**

## PY26 Kickoff Meetings

Registration is open until 10am on October 5.

The meetings are virtual and all meetings will be recorded and available on the assistance network page following the meeting.

An individual carrier or partner will present each day.

# Open Enrollment Resources

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

# Outreach Updates

- BeWell [draft 2027 Policy Manual](#) available for review and public comment. Submit your comment by Oct. 2!
- TimeTap request can be found [here](#).
- Broker Enrollment Event Requests are available from Oct. 1 – Dec. 1, 2026.
- Invite the community to share their BeWell story!

Share your  
story!





# Upcoming changes for noncitizens (1 of 3)

Starting in 2027, noncitizens must meet the definition of “eligible noncitizen” to be eligible for federal financial assistance like advance payments of premium tax credits (APTC).

This limits eligible noncitizen categories to Green Card holders, Cuban and Haitian entrants, and individuals lawfully in the US under Compacts of Free Association (COFA, including people from the US Marshall Islands, Micronesia, and Palau).

This means that lawfully present noncitizens can still get BeWell coverage, but they can't get federal financial assistance like APTC.

# Upcoming changes for noncitizens (2 of 3)

If consumers don't meet this definition, they may still qualify for state premium assistance through New Mexico's Health Care Affordability Fund.

To be eligible, per the Health Care Authority's policy rules, applicants must:

- Be eligible to purchase a qualified health plan (QHP) on BeWell;
- Be a lawfully present noncitizen who has been determined ineligible for federal PTC under Sections 71301 and 71302 of H.R. 1 (*that's the section of law this rule provision refers to*); and
- Have a household income  $\leq$  400% of the federal poverty level (FPL).

Learn more at the [HCA's webpage](#) about health insurance coverage assistance, or call BeWell at [833-862-3935](tel:833-862-3935)

# Upcoming changes for noncitizens (3 of 3)

As of October 1, 2026, some lawfully present immigrants who are currently enrolled in Medicaid will no longer be covered due to the change in definition.

For most lawfully present immigrants who are enrolled in Medicaid as of 9/30/26, they will continue their coverage with New Mexico Premium Assistance through the account transfer process with BeWell.

Coverage for this population will start on October 1, 2026.

# Federal Changes: Interim Final Rule

On September 22, a White House anti-fraud task force announced the disenrollment of more than 750,000 marketplace enrollees nationwide. The next day, the Health and Human Services Department issued an [interim final rule \(IFR\) pausing the registration of agents and brokers who were not registered to assist consumers on HealthCare.gov in 2026.](#)

**Neither of these federal actions apply to state-based marketplaces like BeWell.** They apply only to the federal marketplace, HealthCare.gov, including state-based marketplaces that use the federal exchange platform (Arkansas and Oklahoma).



# SEP for Loss of Medicaid

- BeWell has implemented an SEP specific to individuals who lose Medicaid coverage.
- They have 120 days to enroll from the last day of Medicaid coverage.
- Consumers can report a Medicaid coverage loss up to 60 days in advance. For consumers who attest to a future loss of Medicaid coverage, Marketplace coverage will be offered to start on the first day of the month after their last day of Medicaid coverage.
- Consumers can choose a retroactive effective date of coverage, back to the first day of the month in which the consumer applies and shops.

# Loss of Medicaid due to Community Engagement requirement

If a consumer loses Medicaid due to failure to satisfy the work requirements, they can enroll in coverage through BeWell, but they will be required to pay the full price for their plan.

They won't qualify for federal financial assistance like premium tax credits (APTC) or state assistance, like New Mexico Premium Assistance (NMPA).

This is because law considers someone in this situation to still be eligible for Medicaid – even if they haven't met the key work requirement – which makes them ineligible for federal financial assistance through state-based marketplaces like BeWell (see [42 U.S.C. § 1396a\(xx\)\(7\)\(B\)](#)). This means these individuals will also be ineligible for state financial assistance.

# Health Care Authority: Community Information Sessions

HCA has launched statewide **Keep Your Benefits NM** Information Sessions through February 2027.

These sessions are free, open to the public and intended to ensure communities across New Mexico have clear, accessible information about Medicaid changes due to HRI.

More information, including dates are available at :[Keep Your Benefits NM – New Mexico Health Care Authority](#).



# Ongoing Reminders

- **Customer Service call center hours 11/01/2026 – 01/15/2027**
  - Sunday 11/01/2026 9:00–6:00 MST (Exception)
  - Monday–Friday 8:00AM–10:00PM MST
  - Saturday 9:00AM–2:00PM MST
- **BeWell office hours**
  - Monday–Friday 8:00AM–5:00PM MST
- VOA is the last Tuesday of the month beginning Sept 29.



**Bewell**

New Mexico's  
Health Insurance  
Marketplace