



PY2026 BeWell

LMS Navigation & Certification Guide

For Agents, Brokers, and Enrollment
Counselors

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Section 1: Introduction to the Assistance Network

BeWell has an assister network consisting of certified agents, brokers, and enrollment counselors (referred to collectively in this document as “assisters”). This guide provides a high-level overview of the assister certification process.

Agents and brokers are trained insurance professionals who help consumers enroll in a health insurance plan. Agents may work for a single health insurance company; brokers may represent several companies. Both must be licensed in New Mexico and have signed agreements with BeWell to sell Marketplace health plans. They may also get payments (“commissions”) from insurance companies for selling health insurance plans. Brokers are responsible for contracting with participating health insurance companies. BeWell does not assist with or participate in broker contracts with health insurance companies.

Enrollment counselors may be employed by BeWell or may be available at hospitals, clinics, schools, and other locations. They help consumers through the enrollment process free of charge. They also provide referrals for consumers who have needs beyond the Marketplace, such as those who need services from the Department of Insurance (DOI) or Social Security Administration (SSA).

Section 2: Overview of the Certification Process

Note: At this time, BeWell is only accepting certification requests from new¹ agents and brokers who have a valid New Mexico or nonresident insurance license and either (1) are located in New Mexico; or (2) have a physical address in Arizona, Colorado, Oklahoma, Texas, or Utah.

The annual certification includes the following steps that must be completed in order:

Step 1: BeWell Assister Certification Request Form

New assisters who have not yet completed the PY2026 certification training should fill out a sign-up form for a BeWell LMS account. The sign-up form creates your new LMS account. You will then need to request access to the BeWell Assister Certification Training.

Returning assisters who completed the PY2025 certification training will already have an account set up for them in the new LMS. They will receive an email to update their password and will continue use the same username from the old LMS.

Step 2: Eligibility Determination

BeWell will review the information on the BeWell LMS sign-up form for certification eligibility. As part of the eligibility determination, BeWell will confirm the licensure and NPN of brokers.

Once eligibility is confirmed, assisters will receive an email letting them know they have been granted access to the course and should have access to it in the "My Course" section of their LMS portal. Returning assisters can log directly into the LMS using their current credentials.

Step 3: Complete Training Modules

The training contains fifteen modules, not including the Final Exam, Assister Agreement, and course feedback survey. All modules as well as the Final Exam, Assister Agreement, and course review must be completed to receive a

certificate. Your progress is saved automatically, so you do not need to complete all of the modules and exam in one sitting.

Assisters must complete the annual Assister Certification Training every year to be able to assist consumers in the New Mexico Health Insurance Marketplace for the applicable plan year. Training from previous years will not count for the new plan year.

Note: For plan year 2026, all assisters will complete the same training.

Step 4: Final Exam

Assisters must pass the exam in the LMS with a score of 80% or better. Assisters will have unlimited time and five attempts to achieve this score.

Step 5: Certificate

After the assister has completed the annual training and successfully passed the exam, they will need to read and sign the Assister Agreement and leave a course review. Then the LMS will generate a certificate of completion. The assister can view their certificate at any time in their LMS account by looking in their completed courses.

Section 3: Welcome to BeWell's LMS

This navigation guide will help assisters understand how to use BeWell's Learning Management System (LMS). It provides step-by-step instructions for how to:

- Set up an LMS user profile and account (or log in to an existing account).
- Navigate to the LMS to locate and complete the annual Assister Certification Training and the exam.
- Review and sign an agreement with BeWell.
- Obtain a copy of a certificate.

Section 4: Accessing the Course in the LMS

A. Creating an LMS Account for New Users

Assisters should access the LMS at: <https://learn.bewellnm.com>.

New assisters who have not yet completed the PY2026 certification training can access the link to BeWell's LMS sign up on the assister page here:

<https://bewellnm.com/start/assistance-network/>



Interested in joining the BeWell team?

The PY26 Certification Training sign-up form opens on July 1, 2025, and will close on August 31, 2025. **You will have until end of business day September 1, 2025, to complete the training.**

Certification with BeWell, New Mexico's Health Insurance Marketplace is only available to agencies and brokers in New Mexico and bordering states (Arizona, Colorado, Oklahoma, Texas and Utah).

Review the Certification Guide and fill out the sign-up form most relevant to your title to request to enroll in our Certification Training. If you have a question about becoming a certified assister, email partners@nmhix.com.

[Broker Sign Up For Certification](#)

[EC Sign Up For Certification](#)

[PY2026 Assister Certification Guide](#)

Figure 1: Button to request certification training

After selecting the Broker or EC certification sign up button, new assisters will need to fill out the sign-up form to create their account. Please scroll down to fill out all of the questions on the form. Most of the questions are required. If a question does not apply to you, please enter N/A in the box. Once the form is complete, click the "Sign Up" button at the bottom of the form to submit.

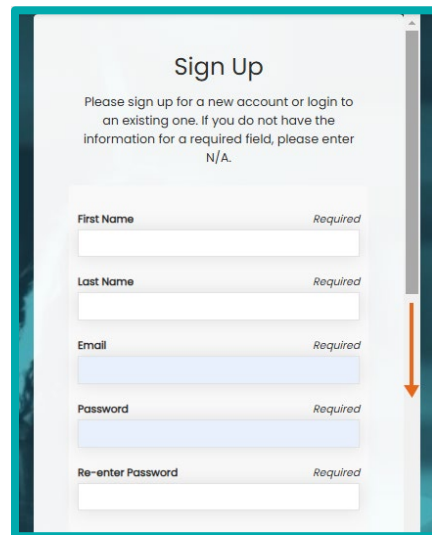
The image shows a web form titled "Sign Up". Below the title is a paragraph: "Please sign up for a new account or login to an existing one. If you do not have the information for a required field, please enter N/A." The form contains five input fields, each with a label and a "Required" status: "First Name", "Last Name", "Email", "Password", and "Re-enter Password". Each field is represented by a light blue rectangular box. To the right of the form, there is a vertical scrollbar with an orange arrow pointing downwards.

Figure 2: LMS Sign-up form

New assisters will gain access to the LMS, but *will not have the course available to them until they have requested to enroll and been approved.*

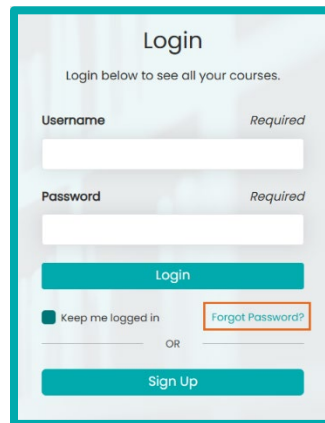
B. Accessing Account for Existing Users

Current assisters, your username and profile information carry over from the old LMS.

Assisters who had an account in our old LMS should have received communications to claim their account in the new LMS by logging in with their old username and changing their password.

If you did not receive this communication, you may still claim your account by going to learn.bewellnm.com, and clicking "Forgot Password". From there, just go through the steps of resetting your password using your email or username from your old LMS account.

Reach out to partners@nmhix.com with any questions.



Login

Login below to see all your courses.

Username Required

Password Required

Login

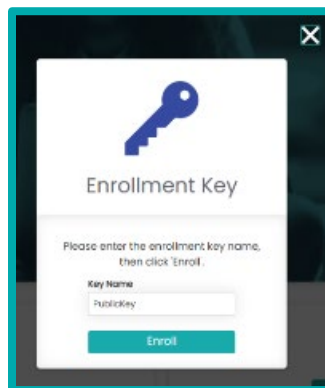
☐ Keep me logged in [Forgot Password?](#)

OR

Sign Up

Figure 3: Reset Password

Note: When accessing the LMS, you may encounter this “Enrollment Key” pop-up. Please just close it using the “X” in the upper right-hand corner of the box. This box is just associated with the LMS and does not interfere with your ability to create or access your account.



Enrollment Key

Please enter the enrollment key name, then click 'Enroll'.

Key Name

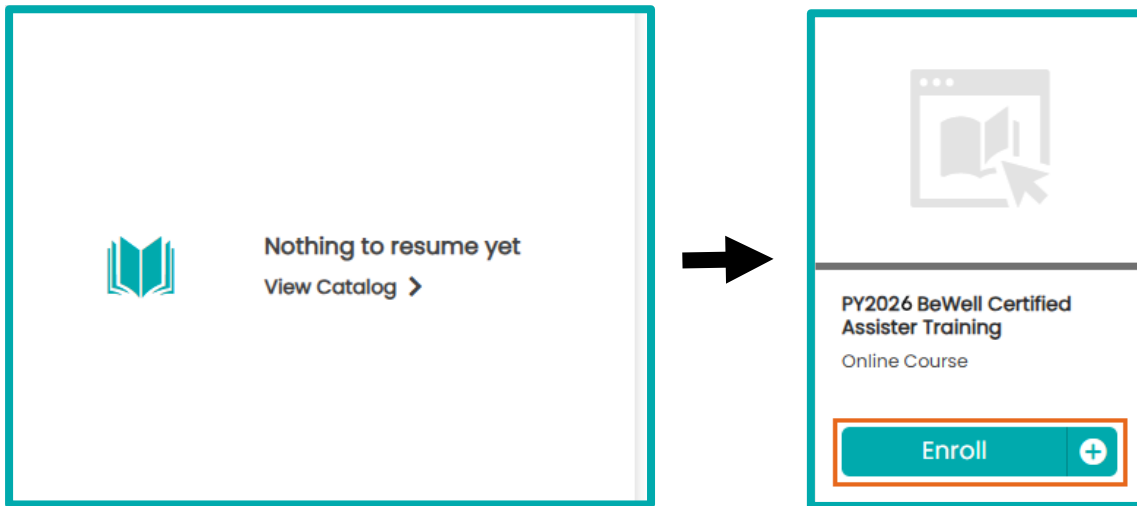
PublicKey

Enroll

C. Requesting Access to Your Course

All users will need to request access to the course. Once you have created your LMS account and logged in to the homepage, you will see the following

box prompting you to view the course catalogue. Click **“View Catalog”** and the PY2026 BeWell Certified Assister Training will pop-up. Click **“Enroll”**.



Figures 4 & 5: Course Catalogue & 2026 Training Course

Once you have requested access, a notification will pop-up letting you know that that your request to enroll has been received. Please allow up to three business days for our team to review your enrollment request. If you are approved, you will get an email letting you know you now have access to the training. If you are denied, you will receive an email letting you know as well.

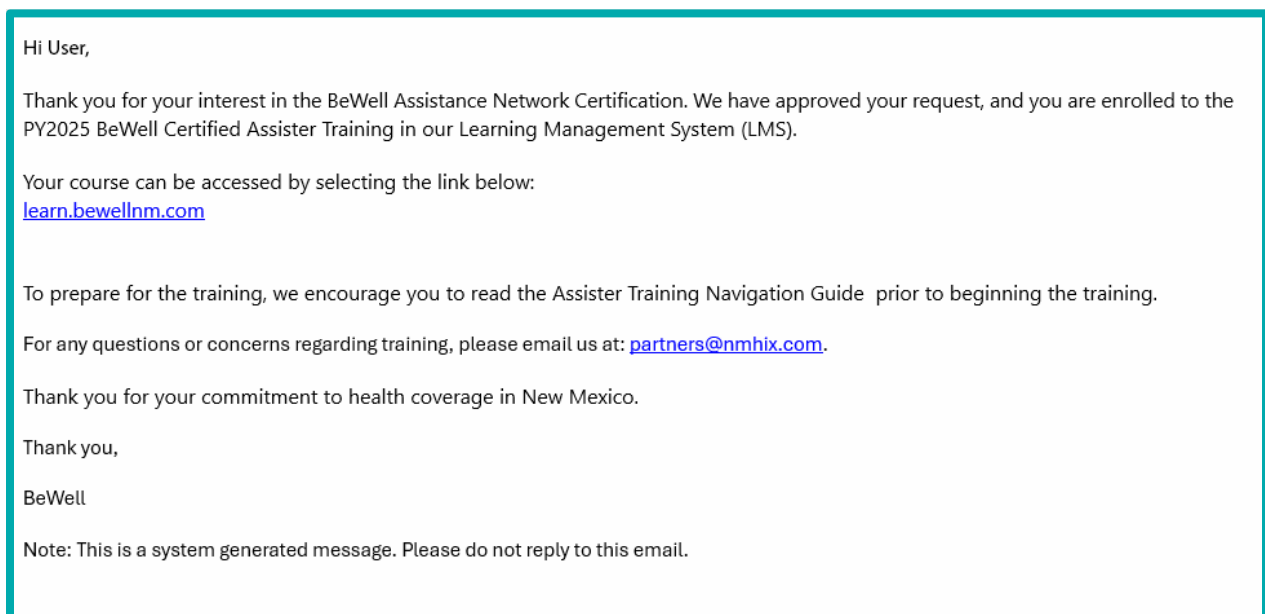


Figure 1: Course Enrollment Approved Email

All assisters who have been approved to take the course will have access to it 24 hours a day, 7 days a week until the course deadline.

Assisters should retain their username and password so that they can easily access the LMS for next year's certification.

Users should email partners@nmhix.com for help with the following issues only:

- My password/username reset email did not arrive or the reset did not work.
- I have no trainings available in the LMS.
- I have another training question or technical issue regarding the LMS.

D. Resetting Usernames and Passwords

If a returning assister does not remember their username or password, they should click "Forgot Password?" on the Login page.

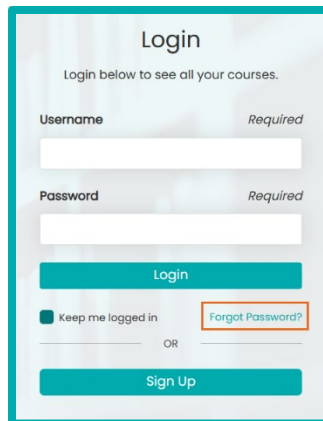
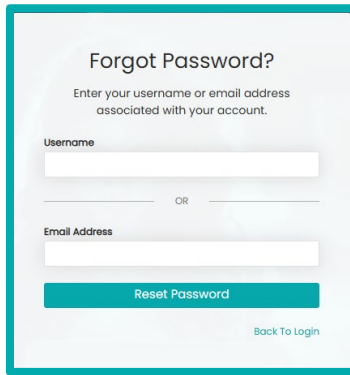
The image shows a login form titled "Login" with the instruction "Login below to see all your courses." It contains two input fields: "Username" and "Password", both marked as "Required". Below these fields is a teal "Login" button. Under the "Login" button is a checkbox labeled "Keep me logged in" and a link labeled "Forgot Password?" which is highlighted with a red rectangular box. Below the "Forgot Password?" link is the word "OR" and a teal "Sign Up" button.

Figure 2: Forgot Password on Login Page

Assisters who have forgotten their password should enter their username or email address, then click on the "Reset Password" button.



Forgot Password?

Enter your username or email address associated with your account.

Username

OR

Email Address

[Reset Password](#)

[Back To Login](#)

Figure 3: Password Reset

Once an assister receives the email, they should click on the link provided in the email and enter the provided temporary password.

Assisters will then be prompted to change their password from the temporary password to one of their choosing.

E. Tips to Ensure Communications are Received

Assisters should add partners@nmhix.com and learn@bewellnm.com to their safe sender list to avoid missing certification communications and updates. All certification questions will go to partners@nmhix.com.

A whitelist may help assisters struggling to receive BeWell communications. A whitelist is a mechanism which explicitly allows some identified entities to access a particular privilege, service, mobility, or recognition. It is a list of people and entities allowed when everything is denied by default.

Agencies and organizations may have a Secure Firewall that may prevent/block some of the communications from BeWell. There may be issues displaying certain screens, such as slide presentations.

If you are having difficulty logging in or viewing the training try:

- Ensuring that you are accessing <https://learn.bewellnm.com>
- [Clearing your cache](#) in your browsing history.
- Turning off your organization's VPN, if you have one.
- Using an incognito browser. [Here are instructions](#) for how to use a Google Chrome incognito browser.



The following issues indicate that an assister may need to whitelist BeWell:

- They have not received the Password Reset Request.
- They are not receiving any emails from partners@nmhix.com, learn@bewellnm.com, or from any NMHIX domain.
- They logged in successfully, but the module presentations are not working.

Assisters should contact their organization's IT department for help with these issues or to whitelist BeWell. Assisters may also try logging in from a personal computer while on a home network as a work-around option.

Section 5: Training Expectations

Assisters have from July 1, 2025 until August 31, 2025, to complete the training. They can save their work and return at any time.

Assisters must view all modules and allow them to play fully to obtain credit. Once a module is completed it will have green checkmark next to it.

After completing all of the modules, the assisters must obtain a score of 80% or better on the final exam to pass. They will have unlimited time and five attempts to achieve this score. They will then be directed to read and sign the BeWell Assister Agreement and review the course, after which they will receive certification.

Assisters must complete the certification process every year to be able to assist consumers in New Mexico's Health Insurance Marketplace for the applicable plan year. Training from previous years will not count for the current plan year.

Section 6: Navigating the LMS

A. Navigating the Home Page

Below is the default display of the LMS home dashboard, where assisters can see their courses, course resources, and FAQs.

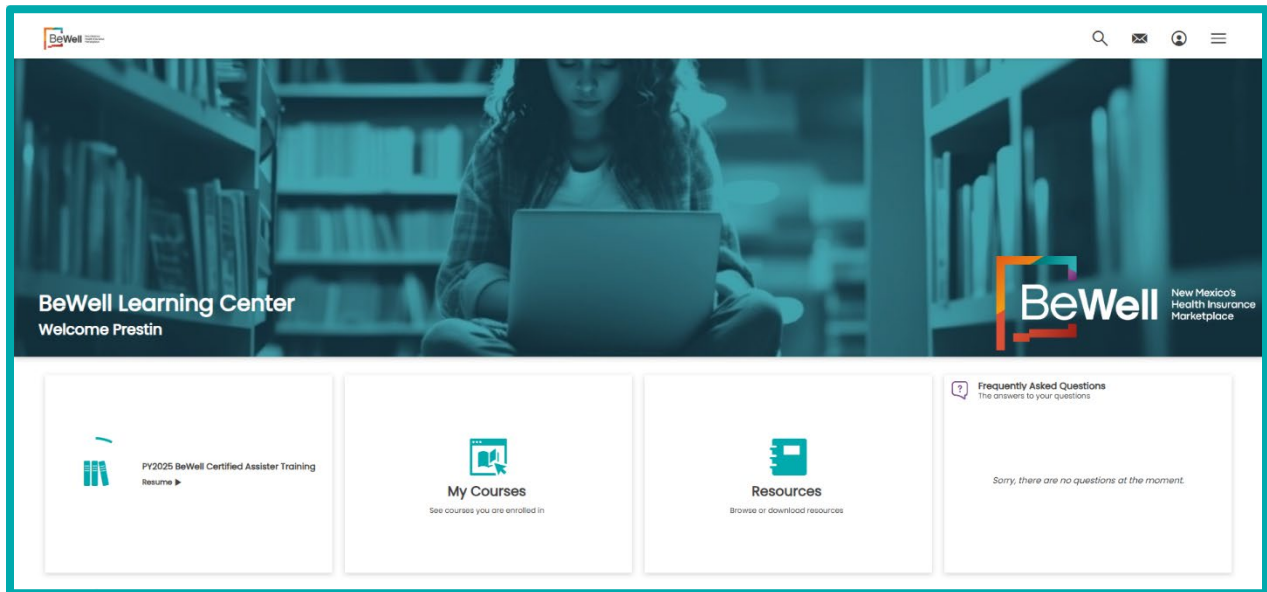


Figure 4: BeWell LMS Home Page

Assisters will find the following tabs on the top right section:

- **Search:** Allows users to type into a search box any course or feature they may be looking for.
- **Messages:** This tab allows the user to see all messages and notifications they have in the LMS. This will include course notifications and confirmation of course completion.
- **Profile:** This tab allows users to update their personal information and change their password.
- **Settings Menu:** The three lines, when clicked, show the full menu of options available to users including the dashboard, courses, profile, resources etc...

B. LMS Homepage Navigation and Questions

In addition to this guide, there is an FAQ section available on the homepage answering questions about the LMS. If assisters have any additional questions, they can email them to partners@nmhix.com and we will get back to them with an answer!

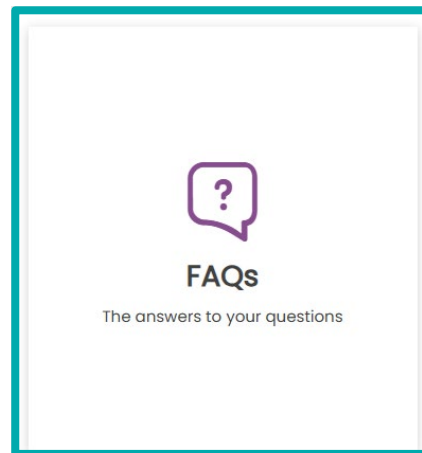


Figure 50: Location of LMS Home Page Navigation Video

C. Locating Training

Once you have been successfully enrolled in the course, you can access it by clicking on “My Courses” and then selecting “Start” or “Resume” on the desired training.

Note: Training titles may change year to year.

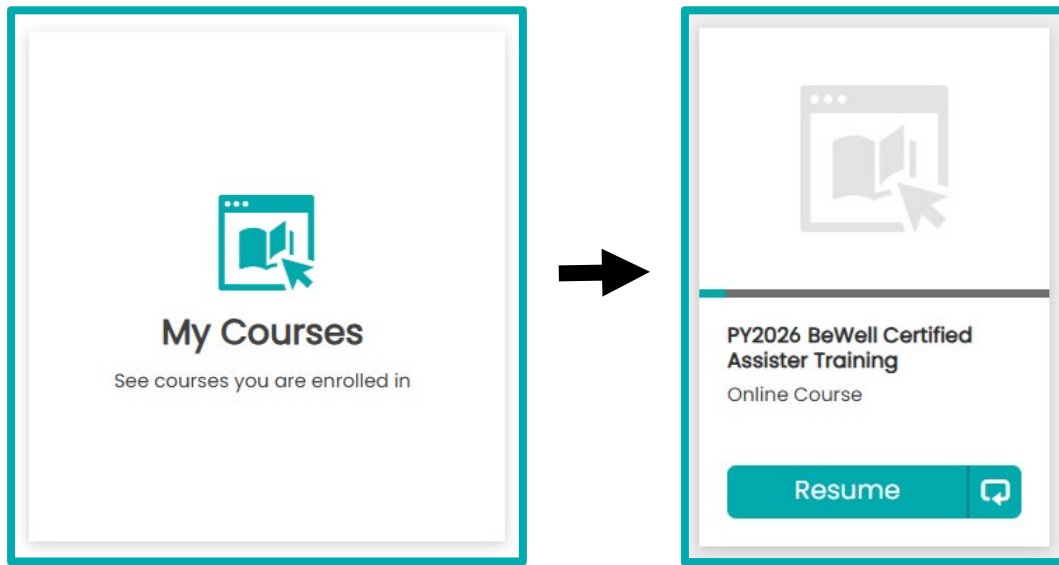


Figure 61: Assister Training Location

D. Beginning Training

Once you have opened the training, the chapters will appear on the right-hand side. Hit the play button in the middle of the screen to begin playing the module.

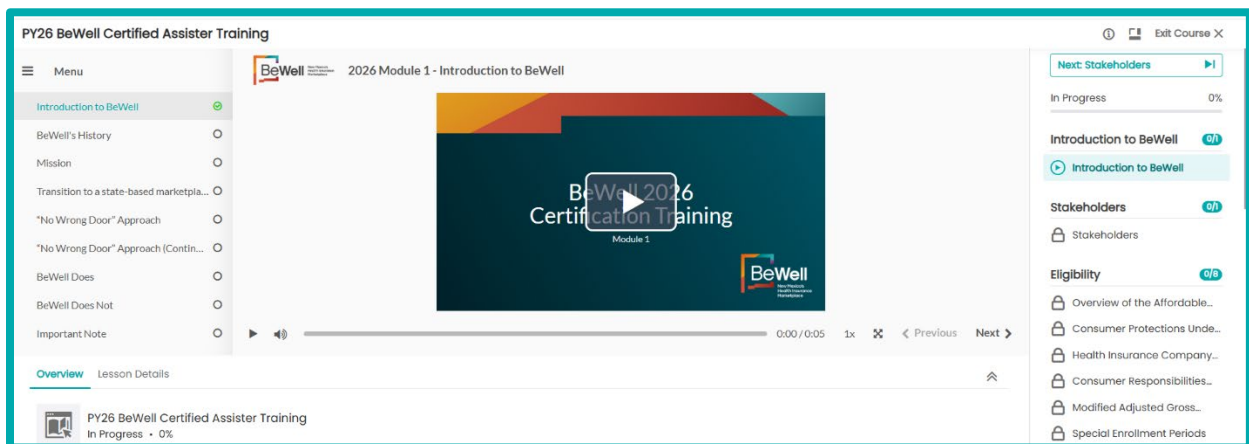


Figure 12: Full training homepage

E. Completing the Chapters

All sections of each chapter will play automatically, but the assister must manually click to a new chapter after completing a knowledge check. For example, the assister must click from Chapter 1 to Chapter 2.

Each section will be marked with a green checkmark after you have completed it. They will not be marked complete until you have allowed the video to play fully.

If you click off of the page, the video will stop playing and the training will be paused. A progress bar is located above the chapter section to show your overall progress through the course.

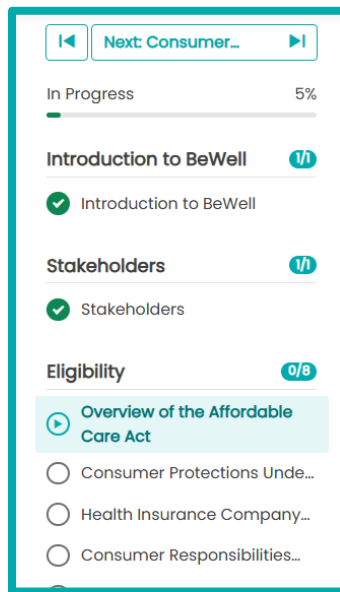


Figure 13: Chapter sidebar

You can adjust the speed of the audio to make the videos play faster or slower using the “1x” button shown below.

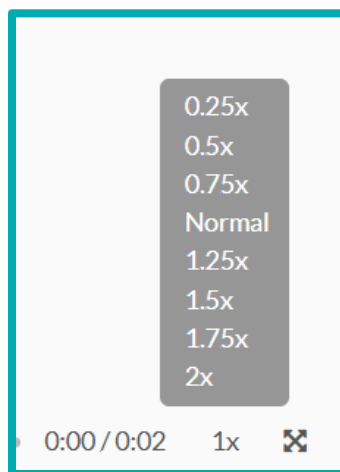


Figure 14: Changing playback speed

Note: If all sections are not marked complete with a green checkmark, the system will not reflect that the training has been completed and will not generate a certificate, even if you pass the exam.

F. Assessment Questions

Each quiz includes three types of questions: multiple choice, true or false, and sequencing.

Note: For sequencing questions, you will reorder a list of words to correctly complete the sentence above. Click and drag the words to rearrange them into the correct order, do not drag the words to the sentence.

G. The Final Exam, Agreement, and Course Review

After completing all of the chapters, the assister must complete the final three parts of the training to receive a certificate. These last parts are the Final Exam, the Assister Agreement, and Course Evaluation.

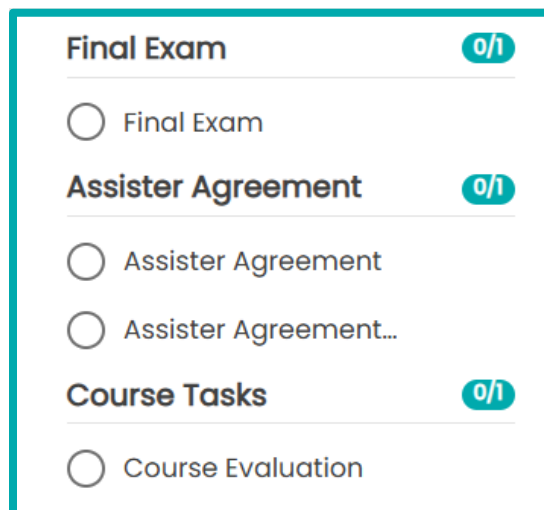


Figure 15: Modules in Training

All questions on the exam are one of four question types: true/false, multiple choice, select all that apply, or sequencing. There are 50 questions on the

exam and assisters must score an 80% or higher to pass. Assisters have unlimited time and five attempts to achieve this score.

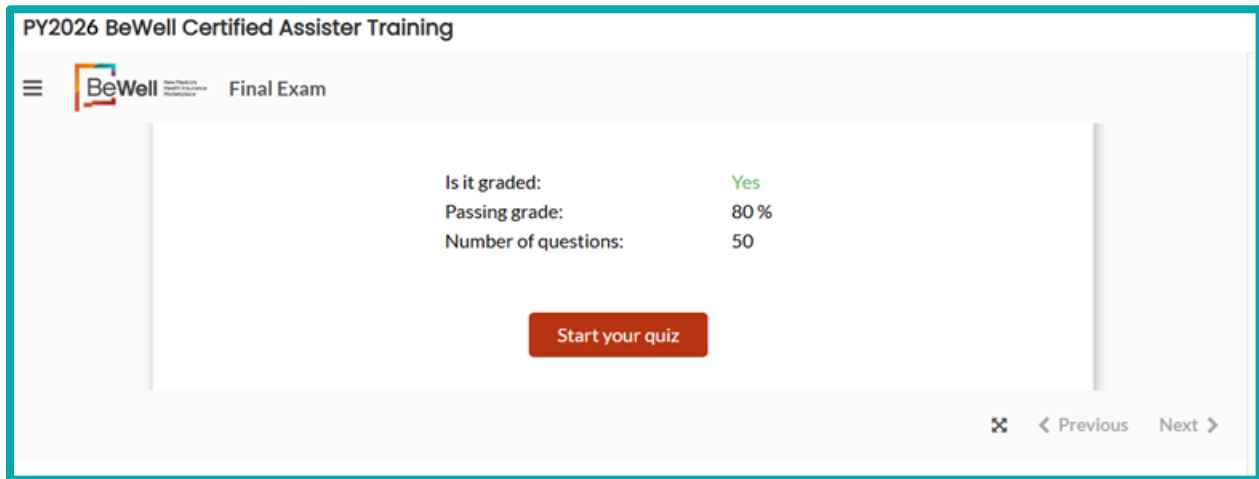


Figure 16: Final Exam starting page

If you do not pass the exam with an 80% or higher on the first try, the following message will appear with your score.

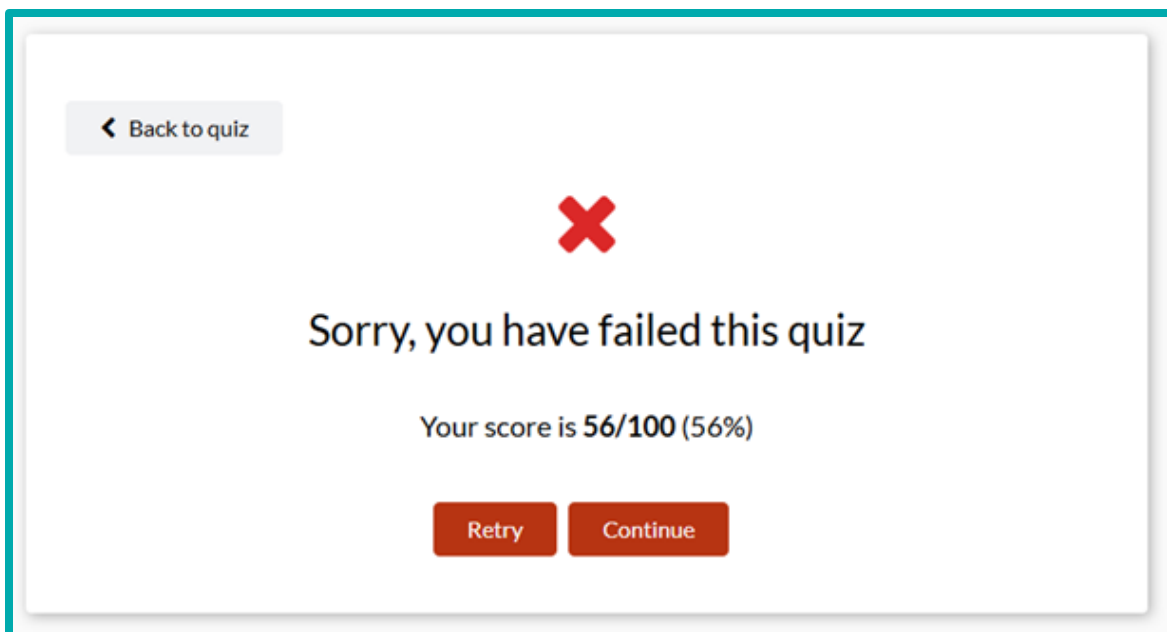
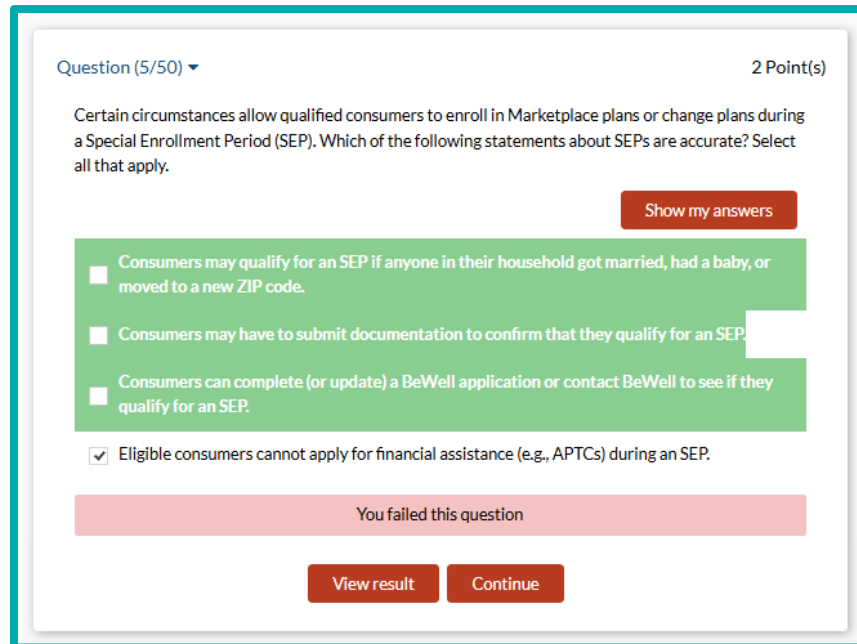


Figure 17: Did not receive 80% or higher on Final Exam

To retake the exam, you must first review your incorrect answers by clicking **'Continue.'** It will take you back through each question so you can see the correct answer.



Question (5/50) ▾ 2 Point(s)

Certain circumstances allow qualified consumers to enroll in Marketplace plans or change plans during a Special Enrollment Period (SEP). Which of the following statements about SEPs are accurate? Select all that apply.

[Show my answers](#)

- ☐ Consumers may qualify for an SEP if anyone in their household got married, had a baby, or moved to a new ZIP code.
- ☐ Consumers may have to submit documentation to confirm that they qualify for an SEP.
- ☐ Consumers can complete (or update) a BeWell application or contact BeWell to see if they qualify for an SEP.
- ☒ Eligible consumers cannot apply for financial assistance (e.g., APTCs) during an SEP.

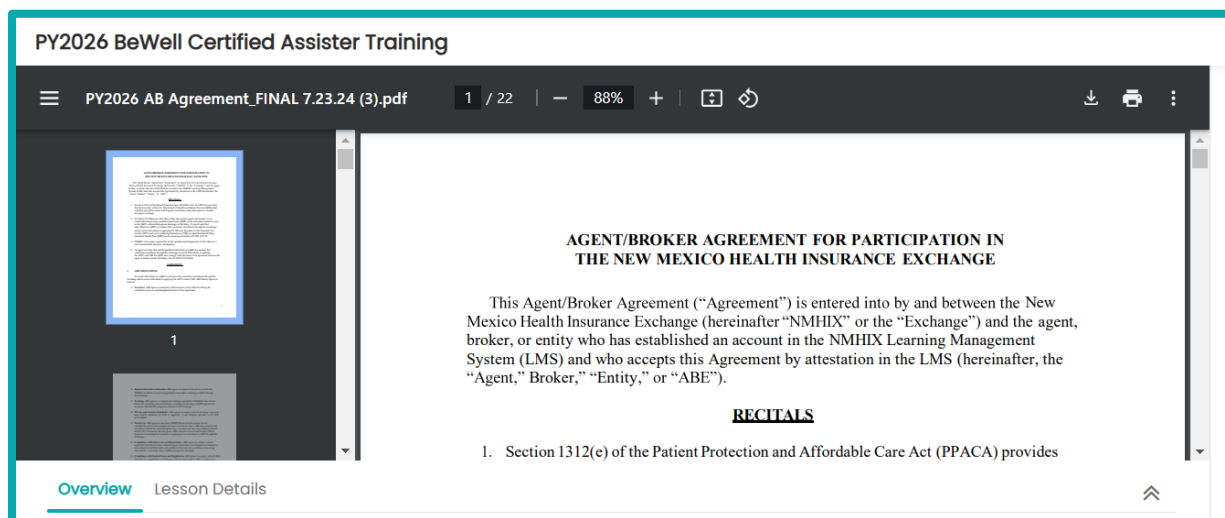
You failed this question

[View result](#) [Continue](#)

Figure 18: Reviewing answers to retake exam

After reviewing all of the questions you will be able to retake the exam.

In addition to passing the exam, assisters will need to review and sign a certification agreement with BeWell.



PY2026 BeWell Certified Assister Training

PY2026 AB Agreement_FINAL 7.23.24 (3).pdf 1 / 22 88%

AGENT/BROKER AGREEMENT FOR PARTICIPATION IN THE NEW MEXICO HEALTH INSURANCE EXCHANGE

This Agent/Broker Agreement ("Agreement") is entered into by and between the New Mexico Health Insurance Exchange (hereinafter "NMHIX" or the "Exchange") and the agent, broker, or entity who has established an account in the NMHIX Learning Management System (LMS) and who accepts this Agreement by attestation in the LMS (hereinafter, the "Agent," "Broker," "Entity," or "ABE").

RECITALS

1. Section 1312(c) of the Patient Protection and Affordable Care Act (PPACA) provides

[Overview](#) [Lesson Details](#)

Figure 19: Assister Agreement

PY2026 BeWell Certified Assister Training

Assister Agreement Signature

Username Required

name@nmhix.com

Password Required

.....

Submit

Overview Lesson Details

Figure 20: eSignature for Assister Agreement

Assisters should also complete the Assister Certification Training Evaluation and provide feedback about their experience with the annual Assister Certification Training. This evaluation allows BeWell to continue to improve the training experience for assisters.

Course Evaluation

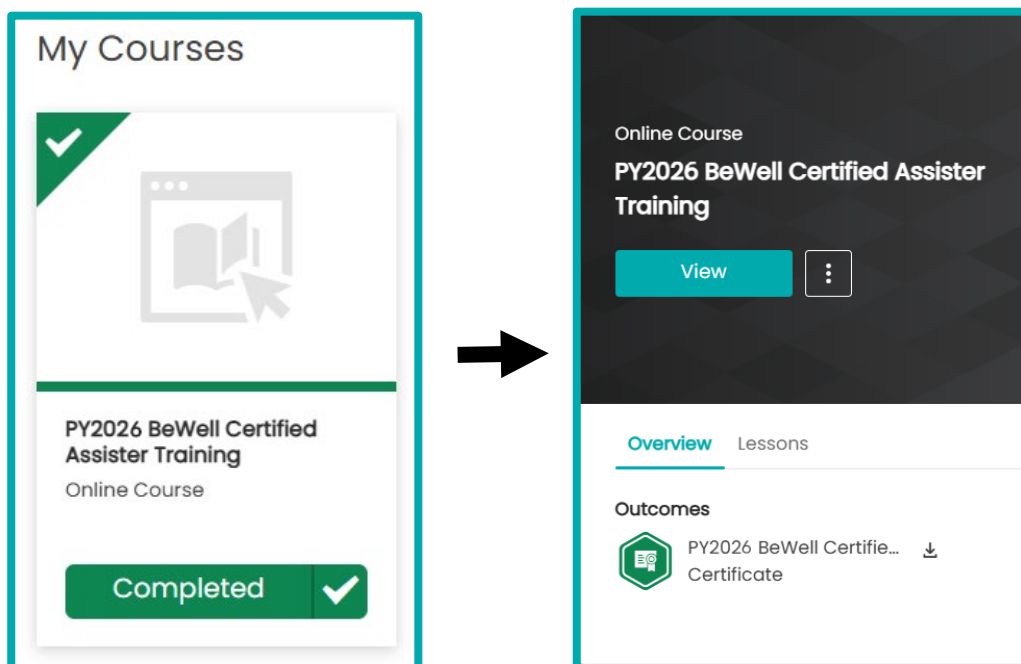
- Materials were helpful to learning
★★★★★
- Knowledge was valuable to job/professional development
★★★★★
- Overall rating of course
★★★★★
- Course clearly communicated objectives/concepts
★★★★★
- Course generated enthusiasm in the subject
★★★★★

Figure 21: Course Evaluation

Section 7: Printing a Certificate

After completing the chapters, passing the Final Exam with an 80% or higher, completing the Assister Agreement, and the course review, the LMS will generate a certificate.

BeWell recommends that assisters print a copy of their certificate as they may be asked by other organizations, carriers, and/or consumers for a copy. BeWell also recommends that assisters display this certificate in their office as it helps consumers know that the assister is certified by BeWell.



Figures 22 & 23: Completed Course and Certificate Location



Figure 24: Certificate Example

Section 8: Accessing Training Material

If you need to reference the training material, you can always go back through the modules. To do this, just click on the finished training on your dashboard.

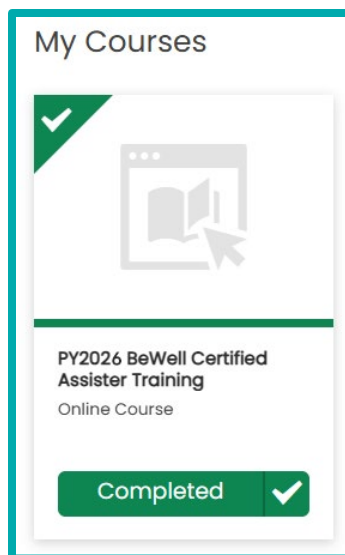
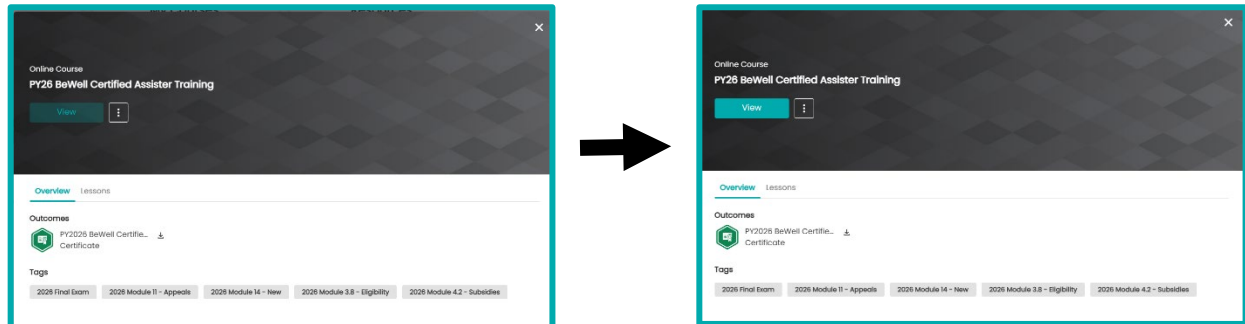


Figure 25: Completed Course

The box below will pop up. The “View” button takes a second to load, but once it turns bright turquoise you can click on it to view the completed course.



Figures 26 & 27: “View” button in the completed course pop-up

The completed course should appear, allowing you to click between modules. If you get an error saying a module is incomplete, please complete it and then you can view all other modules. If there are any other errors, you can reach out to us.

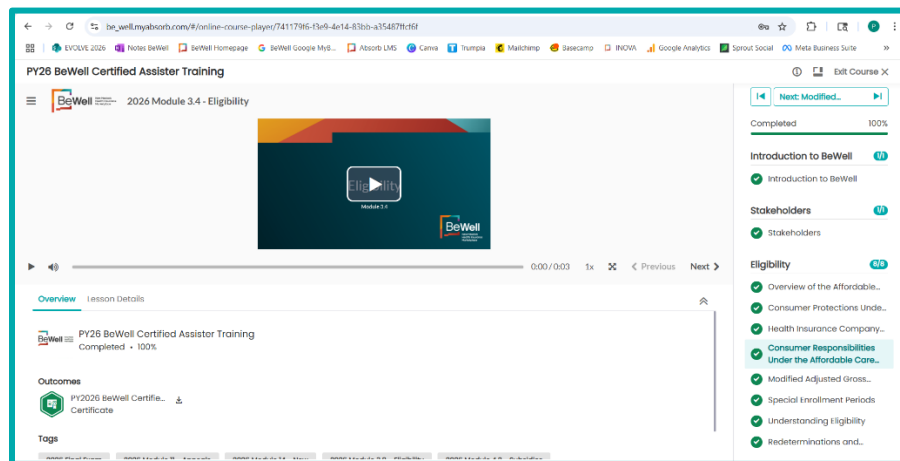


Figure 28: Completed Course

Contact Us

A. General Assistance

For general assistance:

- Call the BeWell Customer Service at 833-862-3935.

B. Training, Certification, and LMS Questions and Assistance

For issues or questions related to the LMS or the certification training, please email partners@nmhix.com.