



# BeWell Certification

## Quick Start Guide

For Agents, Brokers, and Enrollment  
Counselors

## 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: Certification Overview

To become a certified partner, assisters must complete the following steps:

1. Create or access your LMS account.
2. Request enrollment in the annual BeWell Certified Assister Training.
3. Complete all required training modules.
4. Pass the Final Exam with a score of 80% or higher.
5. Complete the Assister Agreement and Course Evaluation.
6. Download your certificate of completion.

Your progress is saved automatically, allowing you to complete the training over multiple sessions.

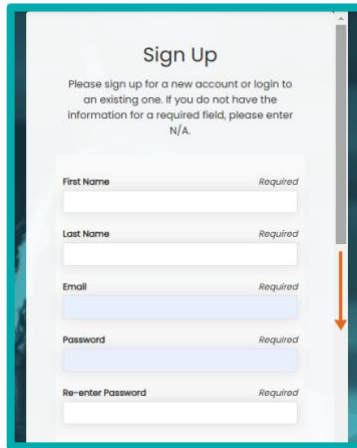
Certification must be completed annually. Previous year certifications do not carry forward.

## Section 3: Accessing the LMS

The BeWell Learning Management System (LMS) can be accessed at: [HERE](#)

### **New Users**

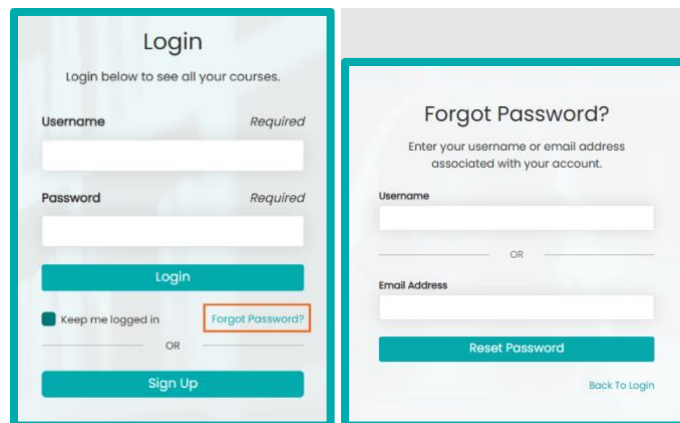
New assisters must complete the certification sign up form available on the BeWell [Join Our Assistance Network](#) webpage. Once your account is created, log into the LMS and request enrollment in the BeWell Certification Training.



The screenshot shows a 'Sign Up' form with the following fields: First Name (Required), Last Name (Required), Email (Required), Password (Required), and Re-enter Password (Required). A red arrow points to the bottom of the form.

### **Returning Users**

Returning assisters will continue using their existing username. If you have not yet activated your account or need to reset your password, select “**Forgot Password**” on the LMS login page and follow the prompts.



The image shows two side-by-side screenshots. The left one is the 'Login' form with fields for Username (Required) and Password (Required), a 'Login' button, a 'Keep me logged in' checkbox, a 'Forgot Password?' link, and a 'Sign Up' button. The right one is the 'Forgot Password?' form with fields for Username and Email Address, a 'Reset Password' button, and a 'Back To Login' link.

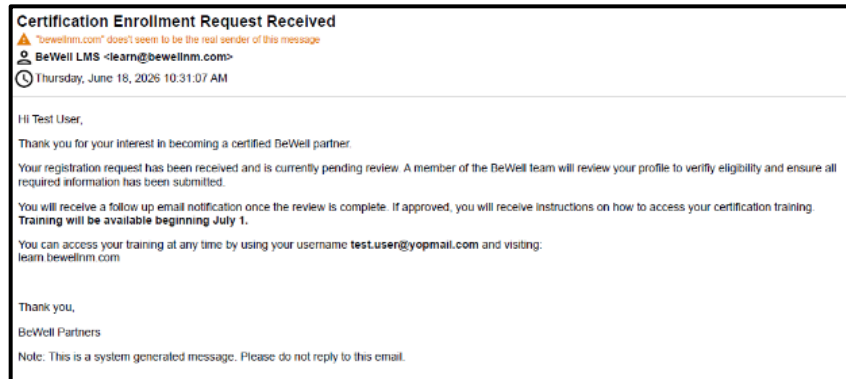
## **Section 4: Requesting Course Access**

After logging into the LMS:

1. Select **My Courses**.
2. Locate the BeWell Certification Training.
3. Click Enroll.

Enrollment requests are reviewed by BeWell. Once approved, you will receive an email notification, and the course will appear in **My Courses**.

Please allow up to three business days for enrollment review.



## Section 5: Completing the Training

After enrollment approval, launch the training from the **My Courses** section. To successfully complete the training:

- Complete all assigned modules.
- Allow each module to play fully.
- Verify that each completed section displays a green checkmark.
- Complete all required knowledge checks.

Progress is saved automatically. You may exit and return to the training at any time before the certification deadline.

## Section 6: Assister Agreement

After passing the exam, review and electronically sign the Assister Agreement.

## Section 7: Final Exam

After completing all training modules, you must complete the remaining certification requirements:

### Final Exam

- Minimum passing score: 80%
- Maximum attempts: 3
- No time limit

If you do not achieve a passing score, you may review your results and retake the exam until all attempts have been exhausted.

## Section 8: Course Evaluation

Complete the course evaluation survey to provide feedback regarding your training experience.

## Section 9: Certification Completion

Once all requirements have been completed, the LMS will automatically generate your certificate.

## Section 10: Accessing Your Certificate

To view or download your certificate:

1. Navigate to **My Courses**.
2. Select **Transcript**.
3. Select View.
4. Download or print your certificate.

You may return to completed training modules at any time for future reference.



## Section 11: Tips to Ensure Communications are Received

Assisters should add [partners@nmhix.com](mailto:partners@nmhix.com) and [learn@bewellnm.com](mailto:learn@bewellnm.com) to their safe sender list to avoid missing certification communications and updates. All certification questions will go to [partners@nmhix.com](mailto: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](mailto:partners@nmhix.com), [learn@bewellnm.com](mailto: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.

### **Need More Help?**

For certification, training, or LMS assistance: [partners@nmhix.com](mailto:partners@nmhix.com)

For general BeWell assistance: 833-862-3935