

2023 BeWellnm

Learning Management System

Training Navigation Guide

New Agents and Brokers

NEW MEXICO HEALTH INSURANCE EXCHANGE |

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## WELCOME TO THE BEWELLNM LMS

This navigation guide will help you:

- Begin the onboarding and beWellnm certification processes.
- Set up a beWellnm (Edvance360) Learning Management System (LMS) user profile.
- Navigate to the LMS home page and locate training courses, the final exam, and the required agreement.

#### Plan Year 2023 Certification Offered to New Agents and Brokers:

- BeWellnm Individuals and Families Marketplace
- Small Business Health Options Program (SHOP) (Optional)

#### NEW USERS REQUESTING TRAINING

A **new user** is someone who has not previously been certified by beWellnm to participate in the New Mexico health insurance marketplace.

If you are a new user, submit a training and certification request through our <u>registration</u> <u>form</u>.

If you have difficulty using the form, please email us at <u>Partners@nmhix.com</u>.

## RECEIVING THE LMS INVITE AND CREATING YOUR PROFILE

After you complete and submit the registration form, you will receive an email from <u>Partners@nmhix.com</u> with an invitation to set up a new user profile in the LMS. The email generally arrives within 72 hours.

#### Example email:



#### COURSE ASSIGNMENTS FOR 2023 CERTIFICATION

After you have set up a profile and are logged into the LMS, you will have access to all of the required training courses for new agents and brokers (see list below). Note: You will not be assigned courses B or C. This is intentional.

# My Courses

## 2023 BeWellnm Agent/Broker Training and Certification

A\_PY2023AB - Welcome and Onboarding

B\_PY2023AB- Overview of Plan Year 2023

D\_PY2023AB - Affordable Care Act Basics

E\_PY2023AB- Privacy, Security and Fraud Prevention Standards

F\_PY2023AB - BeWellnm Essentials

G\_PY2023AB - Serving Vulnerable and Underserved Populations

H\_PY2023AB - Coverage to Care Assistance

I\_PY2023AB- BeWellnm for Native Americans

J\_PY2023AB -Help On Demand

PY2023 Agent/Broker Certification

If you have questions regarding your course assignments, please email us at <u>Partners@nmhix.com</u>.

## LOGGING IN TO LMS

## Log into the beWellnm (Edvance 360) LMS Portal at:

https://nmhix.edvance360.com/

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be well nm	User name Password Lo	and a second sec	bewe	<sup>ell</sup> nm•
nm• be <mark>we</mark>	11 nm°	bewe	<sup>ll</sup> nm°	be

Once you have successfully registered, you will have access to the LMS **24 hours a day, 7 days a week** to log in and take the training courses. Make sure to retain your **username** and **password** so you can easily access the LMS this year, and for next year's certification.

## RESETTING YOUR PASSWORD

If you forget your password, click on Forgot Your Password? on the log in page.



Enter your username and email address, then click on **Password Reset**.

be <mark>well</mark> nm <sup>®</sup>	P partners@nmhix.com
nmhix New MEXICO HEALTH INSURANCE EXCHANGE	Information Username: Broker tester: Username:
Enter your email address	We recommend you change your password the next time you log in at <u>nmhix.edvance360.com</u>
Password Reset	

Note: Please email <u>Partners@nmhix.com</u> for assistance **only** if you are experiencing the following issues:

- I can't remember the username or email address I used for my LMS profile set up.
- I did not receive an email to reset my password, or the password reset did not work.
- I can't find my assigned courses, or my courses do not appear to be assigned correctly.

## ADDING BEWELLNM TO YOUR SAFE SENDER LIST

Add <u>**Partners@nmhix.com</u>** and other beWellnm domains to your **safe sender list** to avoid missing beWellnm's training communications and updates.</u>

**What is Whitelist?** A whitelist is a mechanism which explicitly allows some identified entities to access a particular privilege, service, mobility, or recognition i.e., it is a list of things allowed when everything is denied by default.



There are times that some Agencies and Organizations may have a Secure Firewall that may prevent/block some of the communications that the LMS system may send to users. Sometimes there may be issues displaying certain screens like slide presentations.

The following issues indicate you may have an issue and need to Whitelist beWellnm / NMHIX domains:

- You have not received a password reset email
- You are not receiving emails from <u>Partners@nmhix.com</u> or another beWellnm or NMHIX domain.
- You logged in successfully but your slide show presentations are not working

## How do I fix the issue?

If your IT department needs to reach out to beWellnm for questions, please email <u>Partners@nmhix.com</u> or call our Customer Engagement Center at 1-833-862-3935, option 5. You may also try logging in from a personal computer while on a home network as a work around option.

## TRAINING EXPECTATIONS

- There is no time limit for completing each lesson or the final exam. You can save your work and log out until you are ready to continue.
- IMPORTANT: You must click the **Mark Complete** button after each lesson in order to get credit for the lesson.
- You must score an 80% or higher on the final exam to pass. You will have unlimited attempts to achieve a score of 80% or higher.

## NAVIGATING THE HOME PAGE

The **Home** page provides an application overview. From here you can update your password and demographic information, and access other pages.



## LOCATING YOUR COURSES

- 1. Click on Trainings
- 2. Click on My Courses
- 3. Click on the desired course hyperlink to begin reviewing the course

*Tip:* Once you have completed a course you may click on **Trainings** to go to the next course

	☆ Home Trainings ♥ Scores
Transformer and the second sec	rainings winnes » My courses
	D_PY2023 - Serving Vulnerable and Underserved Population

## VIEWING THE LESSON

- 1. Click on Lessons
- 2. *Click* on the name of the lesson to begin reviewing the lesson.



## MARK EACH LESSON COMPLETE

**IMPORTANT:** You must click on the **Mark Complete** button at the end of each lesson to get credit for the lesson.

*Tip*: On the bottom of the slide presentation, you can navigate forward or backward using the arrows, and can also expand the screen view.

Welcome and Onboarding 0679/0022		
Lesson Content	Remember that you must mark all lessons	
^ Lesson 1 - Introduction to beWellnm	complete to receive credit. Skipping this step may delay your certification, since the LMS will not reflect that you have completed the course.	Mark Complete
Instructions     Click the Play button to view the PowerPoint presentation. Once completed, please click on Mark 6	Complete to obtain credit. Click on the Next Lesson button to move forward.	

## PASSING THE FINAL EXAM

All questions are either **Multiple Choice** and **True or False questions**. There are 20 questions, the learner needs to achieve an **80% or higher** and has **unlimited attempts** retaking the exam.



## PRINTING YOUR CERTIFICATE

Once you have passed the exam, the LMS will generate your **Certificate**.\* We recommend that you print a copy of your Certificate so you can show it to organizations, carriers, consumers who may ask to see it.

Congratulations! You are now certified by beWellnm to participate in the New Mexico health insurance marketplace for plan year 2023.



## NEXT STEPS

Once you have been certified by beWellnm, you will:

- 1. Register for the Help On Demand referral program; and
- 2. Set up your Broker Portal account in the beWellnm eligibility and enrollment system.

#### HELP ON DEMAND

Once you are certified, beWellnm will notify its Help On Demand partners. Help On Demand will send you an email/text\* with an invitation to register with Help On Demand. Once registered, you will start receiving referrals.



Help On Demand uses a proprietary technology system to match customers 24/7, within seconds, with the best available agent and or broker based on a range of criteria, including:

- Proximity match
- Preferred language
- Availability of Agent/Broker

\*You will receive a text in addition to an email if you provided a mobile number in the LMS.

#### New to Help on Demand?

If you are new to Help On Demand, you will get an email/text from <u>noreply@helpondemand.com</u> inviting you to register and activate your account. The email generally arrives within 72 hours. Check your spam or junk folder if you have not received the email. Important: Act quickly. The link expires after 48 hours.

If you need help setting up your Help On Demand account, please email <u>Brokers@nmhix.com</u> and put *Help On Demand* in the subject line.

Example email message:

You have been selected to represent beWellnm to manage Referrals using Help On Demand. The registration process is quick and easy. To activate your account, simply click on the registration link below and follow the instructions.

After completing your registration process you'll need to log in to Help On Demand to accept beWellnm's Terms of Use. After this step is complete, your account will be Active and you will start receiving Referrals!

Sincerely,

Help On Demand

Example email message:

Example text:



Click on the link provided in the email or text to be directed to the Help On Demand Registration page.

	D. Jacob
	Registration
First Name:	Providing
Last Name:	Registration
Phone	(951) 446-6222
Phone Provider:	
Preferred Costart Method	Final Tour & Ann Notification
Preterieu contact metros.	Lines nos singo municatori
Email	Registrationemail 1@mailinator.com
Zip Code:	-87112
Username:	
Set Password:	
	New Password
	Does not contain spaces
	Contains 8 to 20 characters
	Contains at least one number
	Contains at least one lower case letter
	Contains at least one upper case letter
	Contains at least one special character
	Contains no more than three repetitive characters
	Contains no more than three sequential characters
Repeat Password	
	C I read and agree to Help On Demand Terms of Use
	Conversion Alterative second and Longin

After you have completed the Registration form and clicked on *Sign up*, you will be directed to log in to Help On Demand. Following a successful login, the system will require you to verify a few items and accept beWellnm's **Terms of Use**.

(reip)		Hegi? Logout
	beWellnm Registration You have been invited to manage referrals uing help to Demain Please read betwellow Terms of Use to continue.	
Proficient Languages: Coverage Supported NPN or ECID	English - IndividualFormly 15927272	
Valid PY having Date: License Validation: beWeitren Certification:	00002022 Yes Yes	
HOD Training Date: County Coverage:	Bernallio bernallio bernallio berliniterinit Terms of Use berliniterinit Terms of Use berliniterinit	
	Decline Accept	
© 2015-2022 Big Wave Systems LLC due Help On Demand		Personal Policy/Renne of Oak

help	High" L	ad ont
	beWellinm Registration You have been invited to manage referrals using help On Demand. Please read beWellinm Terms of Use to continue.	
Proficient Languages:	English •	
Coverage Supported	Individual/Family	
NPN or ECID: Valid PY Training Date:	15937372 06/06/2022	
License Validation:	Yes	
beWellinm Certification: HOD Training Date:	Yes 05/25/2022	
County Coverage:	Bernallio	
	There read and agree to beWelten's Terms of Use	
	Decline Accept	
© 2015-2022 Big Wave Openins LLC also Here On Demaild	Prinary Rodey/Re	mis of Uve

After you accept the **Terms of Use**, the system will log you into the platform at: <u>https://app.bigwavesystems.com/login</u>

## ESTABLISHING BROKER PORTAL ACCESS

After you have registered with Help On Demand, you will need to register and set up an account in the Broker Portal of the beWellnm enrollment and eligibility application.



## \*Click here to begin registration.

Click on the **Register** button in the top right section of the page.

IMPORTANT: Please reference the <u>Broker Portal Account Setup Guide</u> available on our website before you start the registration process. Setting up your Broker Portal profile correctly will ensure that you are appropriately aligned in the system. Setting up your profile incorrectly or providing incorrect information may impact your commission payments with the carriers, and delay other processes (for example, it is very important to input the correct NPN when setting up your profile). We recommend that you review this guidance carefully before setting up your profile.

If you have questions or need help, please email <u>Brokers@nmhix.com</u> or call 1-833-862-3935, option 5.

#### CONTACT US FOR ASSISTANCE

**Training and LMS Assistance:** For assistance related to the LMS or the training courses, please email: <u>Partners@nmhix.com</u>

**Broker Portal –** For assistance related to the beWellnm Broker Portal, please email: <u>Brokers@nmhix.com</u> or call 1-833-862-3935 option 5.

Help on Demand- For assistance related to HOD, please email <u>Brokers@nmhix.com</u> and add Help On Demand in the subject line.

#### RESOURCES

**LMS Assistance.** For assistance related to the LMS or the training courses, please email <u>Partners@nmhix.com.</u>

**Broker Portal.** For assistance related to the beWellnm Broker Portal, please email Brokers@nmhix.com or call 1-833-862-3935, option 5.

**Help on Demand.** For assistance related to Help On Demand, please email <u>Brokers@nmhix.com</u>. Include *Help On Demand* in the subject line.

Website. Access a variety of resources on our website, beWellnm.com, including:

- Broker self-help tools, resources, and training events (click here)
- 2023 Policy Manual Policy (available late September)
- 2022 Policy Manual (click here)
- Knowledge Base Articles (click here)
- Glossary of health insurance terms (click here)
- Educational Materials. Find community-based educational fliers that can be provided at community events to assist in educating New Mexico residents on their health insurance options through beWellnm (click here)