



2023 BeWellnm Training Navigation Guide

Learning Management System for Returning Users

Agent/Broker

GUIDE CONTENTS

WELCOME TO BEWELLM'S LMS	3
REQUIREMENTS FOR CERTIFICATION	3
RETURNING AGENTS/BROKERS.....	3
2023 CERTIFICATION DEADLINE.....	3
COURSEWORK ASSIGNMENTS FOR 2023 RETURNING BROKER CERTIFICATION.....	4
LOGGING IN TO TRAINING.....	4
RESETTING YOUR PASSWORD.....	5
UPDATING YOUR PASSWORD IN LMS.....	7
WHITELISTING YOUR AGENCY OR ORGANIZATION	Error! Bookmark not defined.
TRAINING EXPECTATIONS.....	9
LOCATING MY COURSES	10
VIEWING THE LESSON.....	10
MARK COMPLETE	11
FINAL EXAM.....	11
PRINTING YOUR CERTIFICATE	12
LOGGING INTO THE BROKER PORTAL.....	13
CONTACT US FOR ASSISTANCE	13

WELCOME TO BEWELLM'S LMS

This navigation guide will help you understand how use the **Home Page** and to locate training lessons, and final exam for plan year 2023.

Plan Year 2023 Certifications offered:

- BeWellnm Individual and Families Marketplace Training and Certification
- Small Business Health Options Program (**SHOP**) - Optional Certification

REQUIREMENTS FOR CERTIFICATION

BeWellnm is committed to our partnership with Certified Brokers, who hold and active New Mexico Accident and Health license. We feel clients and potential clients of beWellnm should have a licensed broker/Agent to represent their health insurance needs and to assist them with enrollments

RETURNING AGENT/BROKERS

An LMS returning user is a learner that has already been established with an LMS username and password. LMS returning users may simply log in and begin taking the training. If you have fully certified through beWellnm in 2022 you will automatically be assigned the courses for 2023 recertification based on your returning status.

The following are required for certification:

- Current NM Accident and Health license (resident or non-resident)
- Error and Omissions insurance of at least \$1,000,000 per occurrence/\$1,000,000 aggregate
- An electronically signed beWellnm Producers Agreement
- Complete of the beWellnm online certification coursework

2023 CERTIFICATION DEADLINE

Individuals who **DO NOT** complete the recertification training by the deadline of **October 1st, 2022**, will be required to complete the "New Broker" coursework. If you miss the deadline, you will not be permitted to complete the "Returning Broker" coursework.

COURSEWORK ASSIGNMENTS FOR 2023 RETURNING BROKER CERTIFICATION

Below is a list of courses being offered and assigned based on if you're a **Returning** broker.

Example or all courses below:



LOGGING IN TO TRAINING

Log into the Learning Management Portal at:

<https://nmhix.edvance360.com/>

Once you are registered and logged in, the broker or returning broker curriculum will be available under the **Trainings Tab**. If you do not see your coursework or if you are assigned incorrect coursework, send an email to partners@nmhix.com requesting the appropriate curriculum (During business hours, Monday-Friday 8am-5pm MST)

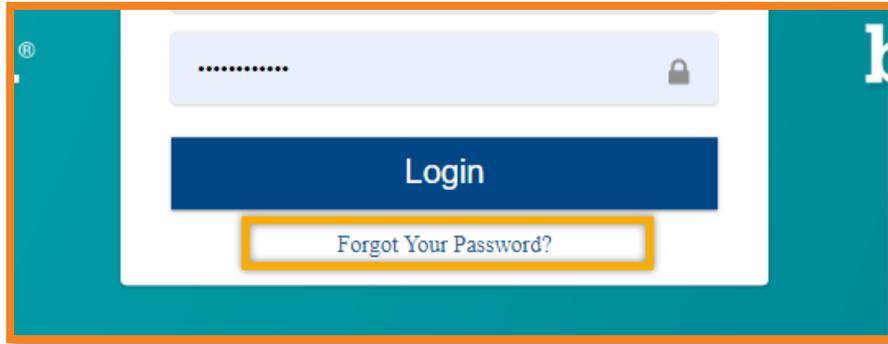


*It is important to remember your username and password if you intend on using the Learning Management system every year to certify.

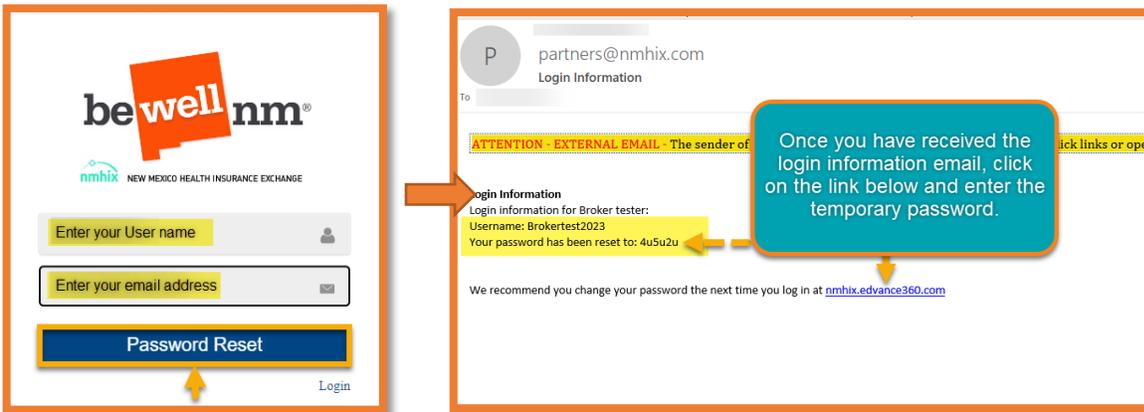
LMS users have access **24 hours a day and 7 days a week** to log in and take training. It is important that you take record of your username and password so that you may log in at any time new training is offered by beWellnm without delay. All beWellnm brokers must certify on an annual basis in order to enroll New Mexicans in the **Individual and Families** or **Small Business Health Options Program** platforms through the exchange.

RESETTING YOUR PASSWORD

If a returning broker of the beWellnm learning management system does not remember their **Password**, *click (Forgot Your Password?)* located on the log in page.



Enter your user name and email address and click on **Password Reset**.



Please send an email request to Partners@nmhix.com **only** if you are experiencing the following user issues:

1. I can't remember my username or email used for the initial LMS profile set up.
2. My password reset request did not arrive in my email or my password reset did not work.
3. I have no courses available or my courses for a returning broker are not assigned correctly.

UPDATING YOUR PASSWORD IN LMS

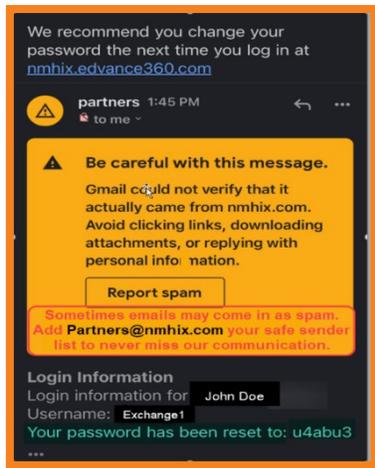
1. Click on the **Home Tab** at the top of page.
2. Click on **Account**.
3. Click on **Change Password**.
4. Enter the **password** in the *required fields*.
5. Click on **Save**.

The screenshot displays the bewell nm LMS interface. At the top right, a 'Home' button is highlighted with a yellow box and a yellow arrow labeled '1'. On the left sidebar, under 'Application Overview', the 'Account' menu item is highlighted with a yellow box and a yellow arrow labeled '2'. Below it, the 'Change Password' option is also highlighted with a yellow box and a yellow arrow labeled '3'. The main content area shows the 'Home' page with a breadcrumb trail 'HOME >> CHANGE MY PASSWORD'. Three password input fields are visible, each with a red asterisk indicating a required field: '* Old password', '* New password', and '* Confirm password'. A 'Save' button is located at the bottom of the form, highlighted with a yellow box and a yellow arrow labeled '4'.

WHITELISTING YOUR AGENCY OR ORGANIZATION

Add partners@nmhix.com to your **safe sender list** to avoid missing beWellnm's training communications and updates.

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**.

Below are the following issues to look for to identify that you may potentially have an issue and need to Whitelist beWellnm.

- You have not received the Password Reset Request
- You are not receiving any emails from partners@nmhix.com or any **NMHIX domain**.
- You logged in successfully but your slide show presentations are not working at all.

HOW DO I FIX THE ISSUE?

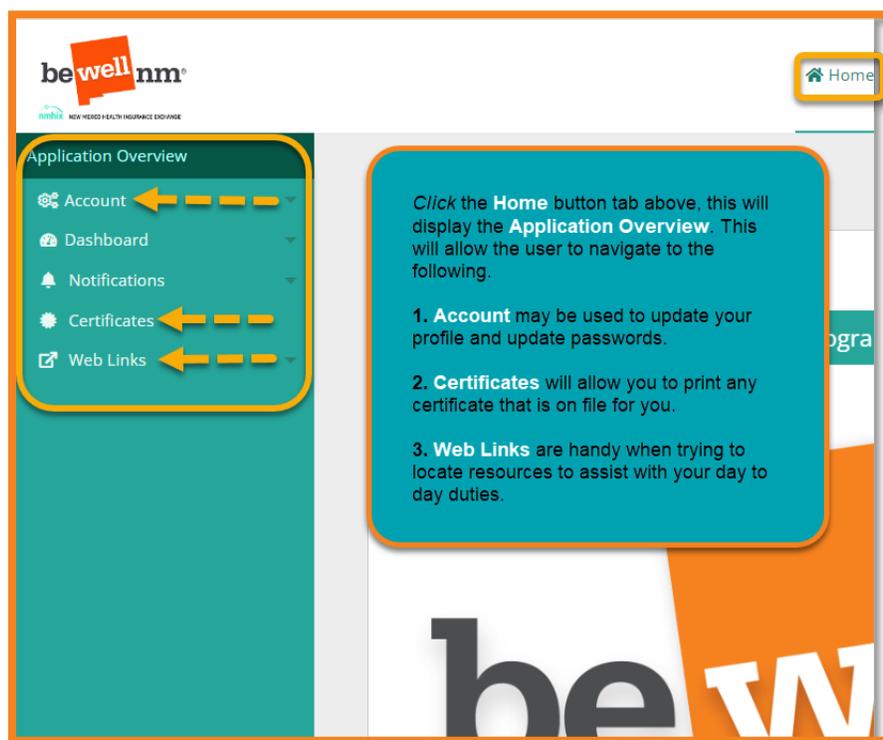
Reach out to your agency or organization IT department for help to Whitelist beWellnm. If your IT department needs to reach-out to beWellnm for questions, please email partners@nmhix.com **OR** call 1-833-862-3935. You may also try logging in from a personal computer while on a home network as a work around option.

TRAINING EXPECTATIONS

- You do not have to complete the lessons or final exam within a certain time. You can save your work and log out until you are ready to proceed.
- You must view all lessons, and click the Mark Complete button after each lesson, in order to obtain full credit.
- You must score at least an 80% on the final exam to pass. You will have unlimited attempts to achieve a grade of 80% or higher.

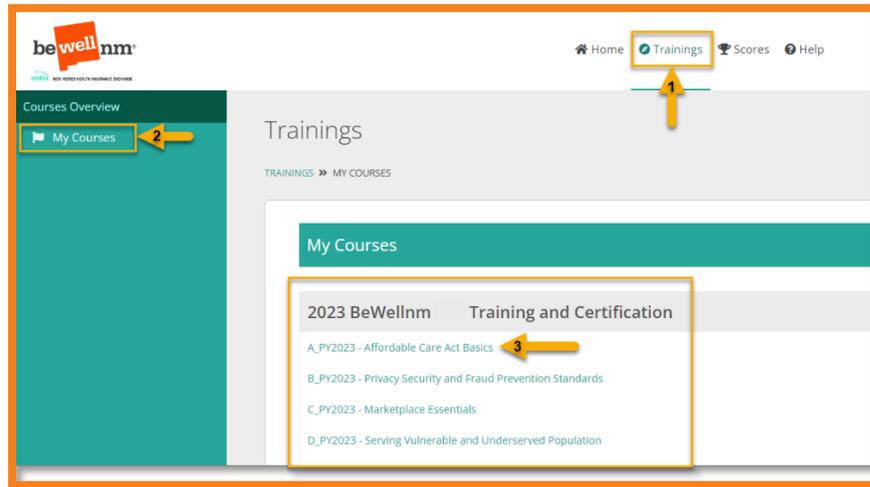
NAVIGATING THE HOME PAGE

The **Home Tab** display, allows you to manage the application overview. This will give you access to **account** to update passwords and demographic information and other applications that are helpful.



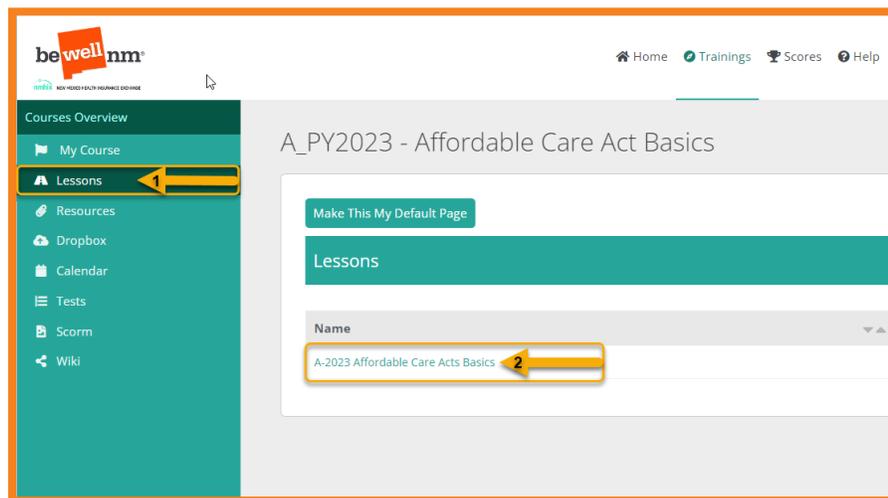
LOCATING MY COURSES

1. Click on **Trainings**.
2. Click on **My Courses**.
3. Click on the **Course Hyperlink** to begin reviewing the course.



VIEWING THE LESSON

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



MARK EACH LESSON COMPLETE

Each lesson will have some functions you may want to pay attention to.

On the bottom of the slide presentation, you can navigate forward or backward using the arrows and also expand the screen view. It is Important that you **Mark Complete each lesson** to achieve **full credit** for taking the training.



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. We recommend that you print off a copy of your certificate, as you may be asked from other organizations, carriers and or consumers for a copy. We also recommend, that you display this certificate in your office and its helps consumers know that you are Certified.

BeWellnm / Certification Training

Description
Review the slide lesson and **Mark Complete**. *Click* the **Test Button** to take the **Final Exam**. You must achieve an **80% or higher grade average** to pass the final exam!

Lesson Content Previous

^ BeWellnm Agent and Broker Certification F

Remember to click on the **Test Button** to begin the final exam and click on **Mark Complete** to finalize the certification.

Mark Complete

Instructions
This final exam will conclude the certification process to become a beWellnm Certified Agent/Broker. You will need to **pass the exam with an 80% or better**. If you **do not pass** the exam with an 80%, you will be able to take the exam again with **Unlimited Attempts**.

Test:

PRINTING YOUR CERTIFICATE

Once you have completed the final **Certification Course**, a **Certificate** will be generated by the beWellnm Learning Management System and made available for the user to view or print.

beWellnm

Home Trainings Scores Help

Application Overview

- Account
- Dashboard
- Notifications
- Certificates**
- Web Links

Home

Welcome, E360 T

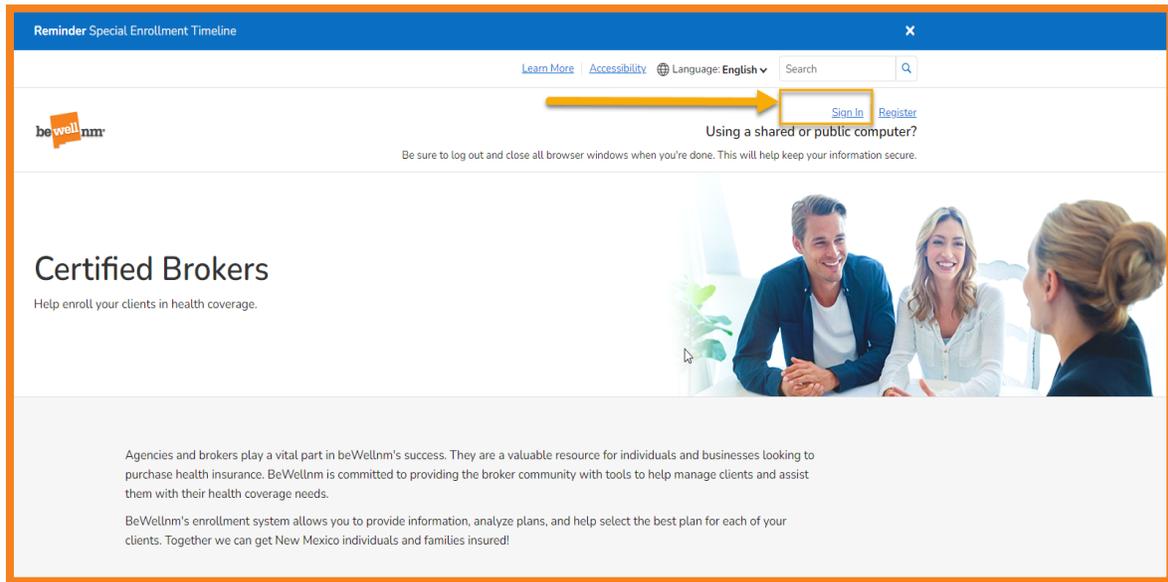
Welcome to the

You May Access and Print your Certificate by clicking on (Certificates)

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LOGGING INTO THE BROKER PORTAL

1. Broker Portal Log in Page: <https://getcovered.bewellnm.com/broker/>
2. Click on **Sign In**



CONTACT US FOR ASSISTANCE

Call for assistance call our Customer Engagement Center designated broker line at: 1-833-862-3935 press option 5

Training and LMS Assistance: For issues or questions related to the LMS or the training courses, please email: Partners@nmhix.com

Agent/Broker Assistance: For issues or questions related to the Broker Portal, please email: Brokers@nmhix.com

Agent/Broker Resources:

Getting Started: <https://www.bewellnm.com/getting-started/agents-brokers/>

Links to eligibility, enrollment, plans, premium billing, and financial assistance:

<https://nfpnewmexico.force.com/knowledgebase/s/>

<https://www.bewellnm.com/glossary-of-health-insurance-coverage-terms/>