

# NEW MEXICO'S HEALTH INSURANCE MARKETPLACE

Enrollment Rep Training





# Issuer Enrollment Representative Role

This role was developed to provide Issuers with a self-service capability to research details of the enrollment data for their plans on the platform:

- The Issuer Enrollment Representative role is separate from the Issuer Representative
- The Issuer Representative access is limited to Issuer and Plan data for that Issuer, **not** consumer enrollment data\*

The Issuer Enrollment Representatives can search for enrollments based on :

- Subscriber Name
- Subscriber ID
- Last 4 digits of SSN of the subscriber
- Enrollment Status
- Plan Number that the consumer is enrolled in

Once the enrollment is identified, further details can be seen by clicking on the Policy ID.

With this access you can view all enrollment details including Premium and APTC details for each policy, month-by-month

\*you can have the ability to toggle between roles



# Account Creation/Access

- After being added to an Issuer's account, Issuer Enrollment Representatives will receive a no-reply email with an activation link to set up their account.
- Users have 24 hours to establish their account before the link expires, and they will need to request a new link.
- Issuer Enrollment Representatives will be prompted to use any authenticator app (just like registration for the Issuer Representative role).
- When an issuer successfully sets up their Issuer Enrollment Representative account, they will land on the homepage .

A screenshot of the BeWell New Mexico Health Insurance Marketplace homepage. The page features a header with the BeWell logo and a navigation bar with links for Home, Enrollments, Issuer EDI Testing, and Support Requests. A search bar is located below the navigation bar. The main content area displays the name 'UnitedHealthcare of New Mexico, Inc.' and two sections: 'Issuer Information' and 'Issuer Address'. The 'Issuer Information' section includes fields for Name, NAIC Company Code, NAIC Group Code, Federal Employer ID (26269 / 886), and HIOS User ID (65428). The 'Issuer Address' section includes fields for Address Line 1, Address Line 2, City, State (NM), and Zip Code (87102).

BeWell New Mexico Health Insurance Marketplace

Support Requests

Home Enrollments Issuer EDI Testing Support Requests

UnitedHealthcare of New Mexico, Inc.

**Issuer Information**

Name

NAIC Company Code

NAIC Group Code

Federal Employer ID 26269 / 886

HIOS User ID 65428

**Issuer Address**

Address Line 1

Address Line 2

City

State NM

Zip Code 87102



# Enrollment Data

## Enrollments

Enrollment Year 

2025

Refine Results

Create Support Request

Subscriber Name

Subscriber Name

Policy ID

BeWell Assigned Policy ID

Plan Number

Plan Number

Plan Type

All

Status

All

Subscriber ID

Subscriber ID

Last 4 Digits of SSN

Last 4 Digits of SSN

DOB of the subscriber

DOB of the subscriber

Go

Export



# Enrollment Data

## Enrollments

Enrollment Year 2025

### Refine Results

Subscriber Name

Subscriber Name

Policy ID

2337

Plan Number

Plan Number

Plan Type

All

Status

All

Subscriber ID

Subscriber ID

Last 4 Digits of SSN

Last 4 Digits of SSN

DOB of the subscriber

DOB of the subscriber

Go

Export

Create Support Request

| Subscriber | DOB        | SSN  | Policy ID | Plan Type | Plan Number      | Enrollment Status | Effective Start Date | Subscriber ID |
|------------|------------|------|-----------|-----------|------------------|-------------------|----------------------|---------------|
| Dylan Max  | 05/05/1970 | 0139 | 2337      | Health    | 65428NM002000501 | Enrolled          | 01/01/2025           | 1000003045    |

\*this is test data. Dylan Max is not a real enrollment.





# Enrollment Details

[Back to enrollment list](#)[Create Support Request](#)

Enrollment Status: CONFIRM

Confirmation Date: 09/02/2025

MONTHLY PAYMENT

Premium Amount: \$1,341.61

Elected APTC Amount: \$617.53

Net Premium: \$724.08

Submitted Date: 11/20/2024

APTC Effective Date: 04/01/2025

Last Updated Date: 09/02/2025

Effective Date: 01/01/2025 - 12/31/2025

Premium and APTC Grid

ENROLLMENT ID'S

BeWell Assigned Policy ID: 2337

Transaction ID: NM00000002341

Plan HIOS ID: 65428NM002000501

Agent Delegation History

Rating Area: R-NM001

Enroller Name: AgentSSIO Four

Home Address: 5401 SUMMER RIDGE RD, ALBUQUERQUE, NM, 87114 (35001)

Primary Tax Filer: Dylan Max

Rating Area Effective Date:

Enroller TPA Number: 2023022302

Mailing Address: 5401 SUMMER RIDGE RD, ALBUQUERQUE, NM, 87114

Enrollees ( 1 Primary, 1 Spouse, 0 Dependent )

| Type   | Name            | Gender | DOB        | Benefit Effective Date  | Member ID  |
|--------|-----------------|--------|------------|-------------------------|------------|
| Self   | Dylan Max       | Male   | 05/05/1970 | 01/01/2025 - 12/31/2025 | 1000003045 |
| Spouse | Wrynlee Wyndham | Female | 01/01/1985 | 01/01/2025 - 12/31/2025 | 1000003047 |

Enrollment History

| Time                | Event                         | Maintenance Reason       | Created By    |
|---------------------|-------------------------------|--------------------------|---------------|
| 09/02/2025 07:17:02 | Addition (Initial Enrollment) | Initial Enrollment       | Administrator |
| 03/19/2025 03:40:32 | Change                        | Change of Location       | L3 Supervisor |
| 03/19/2025 03:39:08 | Change                        | Change of Location       | Administrator |
| 11/20/2024 03:52:14 | Addition (Initial Enrollment) | Member Benefit Selection | Agent         |

Premium and APTC Grid

| Month     | Gross Premium | APTC       | Net Premium |
|-----------|---------------|------------|-------------|
| January   | \$1,679.92    | \$1,009.99 | \$669.93    |
| February  | \$1,679.92    | \$1,009.99 | \$669.93    |
| March     | \$1,679.92    | \$1,009.99 | \$669.93    |
| April     | \$1,341.61    | \$617.53   | \$724.08    |
| May       | \$1,341.61    | \$617.53   | \$724.08    |
| June      | \$1,341.61    | \$617.53   | \$724.08    |
| July      | \$1,341.61    | \$617.53   | \$724.08    |
| August    | \$1,341.61    | \$617.53   | \$724.08    |
| September | \$1,341.61    | \$617.53   | \$724.08    |
| October   | \$1,341.61    | \$617.53   | \$724.08    |
| November  | \$1,341.61    | \$617.53   | \$724.08    |



# Support Requests

**Create Support Request**

Subject \* ?

Support Request Category \* ?

Select

Created For Role \* ?

Individual

Created For \* ?

Dylan Max

Support Request Details \* ?

Cancel

Save

Please refer to the Support Request documentation for details on Request types and values needed.

# DEMO





# THANK YOU