



**2022 Complete Guide to Certification Training  
for Navigators and Certified Application  
Counselors**

Revised August 25, 2021

## Table of Contents

Introduction .....	3
Certification Required Steps.....	3
What to Expect Next .....	6
Resources .....	6

## Introduction

For plan year 2022, the New Mexico Health Insurance Exchange also known as beWellnm is transitioning off of Healthcare.gov. Beginning with Open Enrollment 2022, which starts November 1<sup>st</sup>. 2021 and ends January 15, 2022.

Moving to a state-based exchange, requires that beWellnm administers all training/certification for Navigators and all Enrollment Counselors (ECs) as well as Certified Application Counselors (CACs). Beginning the fall of 2021.

## Certification Required Steps

Five easy steps to get you certified:

STEP 1: If you haven't already, create an account on the beWellnm Learning Management System. If you were certified for plan year 2021, you already have an account on the beWellnm Learning Management System called Edvance 360.

If you do not remember your **Password**, *click* (**Forgot your Password?**) You may also contact beWellnm at **1-833-862- 3935** for further assistance. For a 360 Edvance complete user guide go to [beWellnm.com](http://beWellnm.com)

If you're not currently certified, you will need to send an email to [partners@nmhix.com](mailto:partners@nmhix.com).

Please include the following information.

- First and Last Name
- Company, Clinic or Organization Name
- Title
- Contact Phone number
- Email Address

As a new user you will receive an invite from the beWellnm Edvance 360 LMS to set up a new user profile. Which can be accessed at <https://nmhix.edvance360.com/>

STEP 2: Log into your account and take the training

- New CACs/ECs must take all thirteen (12) “required” modules.
- Re-certifying CACs/ECs are able to take a more condensed version of module requirements: EC Onboarding Presentation and or Webinar, Modules 01, 02, 04, 09, 10, and 11 in the “required” category and modules 012 and 013 in the “optional” category.
- Native American certification training is required for all new and re-certifying CACs/ECs.

Module	New	Returning
Onboarding for Enrollment Counselor- Presentation & or Webinar hosted by BeWellnm	X	X
Module 1- ACA Basics	X	X
Module 2- Privacy & Security	X	X
Module 3- Marketplace Assister Essentials	X	
Module 4 Serving Vulnerable & Underserved	X	X
Module 5- Cultural Competency	X	
Module 6- Consumers with Disabilities	X	
Module 7- Community Outreach Strategies	X	
Module 8-Coverage to Care Assistance	X	
Module 9- Cultural Awareness – ACA Provisions for Native American	X	X
Module 10- Help on Demand	X	X
Module 11- Enrollment Counselor Final Exam & Certificate	X	X

STEP 3: When you pass the final exams, you will be able to print out the certificates for plan year 2022 Certification. BeWellnm will provide Cassius Loya with New Mexico Primary Care Association (NMPCA) a list of all Navigators and or Enrollment Counselors that have completed the courses and successfully passed.

**What to expect next:**

- Background checks are required every two years, if you are due for a background check/fingerprinting, NMPCA will contact you.
- Once all of your information is validated, NMPCA will send you an email confirming that we've registered you in nipr.com with instructions on how you can access your certification there. You will also receive a Certification number this year once your certification is complete. Keep this number, because it is basically your identification number with beWellnm and to be used in the application when assisting consumers.
- If there are any issues with your application, beWellnm may be in touch.

**Resources**

If you need technical assistance with the beWellnm LMS or your profile, please call the beWellnm Customer Engagement Center at 1-833-862-3935 or email at [partners@nmhix.com](mailto:partners@nmhix.com).

If you need any additional guidance not related to the portal or modules, or question on how to become an certified enrollment counselor please contact Cassius Loya at [cloya@nmpca.org](mailto:cloya@nmpca.org) or call 505-880-8882 ext. 6969.

If you have any questions, regarding beWellnm, services, programs or website please contact Maureen Manring-Director of Communications and Outreach. You may contact her at [mmanring@nmhix.com](mailto:mmanring@nmhix.com) or 505.314.5223.