

September 23, 2021

Mr. Jeffrey Bustamante
Chief Executive Officer
New Mexico Health Insurance Exchange (beWellnm)
7601 Jefferson St NE, Suite 120
Albuquerque, NM 87109

Dear Mr. Bustamante,

I am pleased to inform you that the State of New Mexico has received conditional approval to establish a State-based Exchange (SBE). Congratulations to beWellnm on reaching this significant milestone on the path to establishing a State-based Exchange for the residents of New Mexico.

Conditional approval reflects the progress beWellnm has made in demonstrating its readiness as an SBE to provide affordable, quality coverage for consumers for plan year 2022. The Centers for Medicare & Medicaid Services (CMS) has reached this decision based on New Mexico's Blueprint attestations, progress to date, and expected progress across the entire spectrum of Exchange requirements, and is contingent upon the following conditions:

1. Continued demonstration of the ability to perform required Exchange activities in line with the attestations New Mexico has made in its State-based Exchange Blueprint Application submission. Please find appended to this letter, a chart summarizing CMS' assessment of beWellnm's progress around key SBE transition activities;
2. Continued compliance with federal regulations and completion of remaining progress milestones by New Mexico.

We look forward to continuing our partnership with the State of New Mexico and are committed to providing your team our ongoing support and technical assistance to help beWellnm succeed.

Thank you,



Ellen Montz
Deputy Administrator and Director
Center for Consumer Information & Insurance Oversight
Centers for Medicare & Medicaid Services

ATTACHMENT: New Mexico (beWellnm) - Status of Key SBE Transition Activities

Key Functional Area	State Progress
Federal Data Services Hub (HUB) Authority to Connect (ATC)	<ul style="list-style-type: none"> • beWellnm has submitted all required ATC documents, and CMS granted ATC approval on 8/5/21. beWellnm submitted SSR reviewed by IRS and accepted as complete on 7/14/21.
Federal Data Services Hub (HUB) Testing	<ul style="list-style-type: none"> • beWellnm successfully completed harness testing for all HUB services. • TDS testing complete with all services. beWellnm completed IRS end-to-end HUB testing on 7/30/21.
Plan Management	<ul style="list-style-type: none"> • beWellnm completed onboarding and testing in its Plan Management Portal. • beWellnm successfully transferred all certified plan data from SERFF to its SBE platform for PY2022.
Eligibility and Enrollment	<ul style="list-style-type: none"> • beWellnm submitted its single, streamlined eligibility application for CMS review and approval under 45 CFR 155.405(b) for consistency with applicable eligibility standards in 45 CFR part 155, subpart D. • beWellnm submitted its eligibility verification plan to CMS on 7/10/21. • beWellnm demonstrated eligibility functionality through Operational Readiness Review (ORR) meetings with CMS on 4/9/21, 4/14/21, 4/16/21, and 8/17/21. • beWellnm will address the following open items identified through CMS' reviews: <ul style="list-style-type: none"> ○ Prior to Open Enrollment – beWellnm to include the results of Medicaid/CHIP eligibility assessments in all eligibility determination notices provided to individuals and families applying for financial assistance, in accordance with 45 CFR 155.345(d)(2), such that all individuals who are assessed eligible for Medicaid/CHIP are identified in the eligibility notices ○ Prior to Open Enrollment – beWellnm to update language in online eligibility application results screens to accurately communicate results of Medicaid/CHIP eligibility assessments and full Medicaid determination option in accordance with 42 CFR 435.917, 45 CFR 155.302(b)(4)(i) ○ Post-Open Enrollment – beWellnm to develop and implement changes to its eligibility application to remove indicators/asterisks that show citizenship and immigration documentation as a required field for applicants, in accordance with 42 CFR 435.406, 435.407(b)(2), 435.952(a)-(b) and 435.956(b). In order to address this for Open Enrollment, beWellnm implemented an agreed-upon mitigation in order to allow applicants to complete an eligibility application and receive an eligibility determination without providing detailed citizenship and immigration documentation information during the application process.
Consumer Assistance	<ul style="list-style-type: none"> • beWellnm finalized their Coordinated Communications Transition Timeline with CMS on 5/24/21, for communicating with Exchange enrollees about the SBE's go live for this Open Enrollment, and is finalizing consumer notice language and call center scripts with CMS. • beWellnm shared its Stakeholder and Outreach Plan with CMS on 6/30/21. beWellnm provided CMS with a walk-through of its Exchange call center and website plans on 7/28/21, and is on track to launch their Exchange website and call center prior to Open Enrollment.