

A GUIDE FOR BENEFITS SOFTWARE, BEN-ADMIN PLATFORMS, AND HR SOLUTIONS

Lightning fast group connections with way less work

The median group connection time with Noyo is less than a day – let Noyo do the heavy lifting.

- ✓ Standardize group connections across carriers with a simple, API-powered workflow.
- ✓ Get groups connected in record time, then streamline member changes with Noyo's APIs for policy management.
- ✓ Once your group is connected, Noyo keeps data in sync with carrier and surfaces issues that can impact coverage.

Connect to carriers and administer groups the Noyo way

Where it would normally take weeks of building and testing a file to set up a group connection with the carrier, Noyo enables a new level of speed, accuracy, and transparency along the way.

Here's what the workflow looks like:

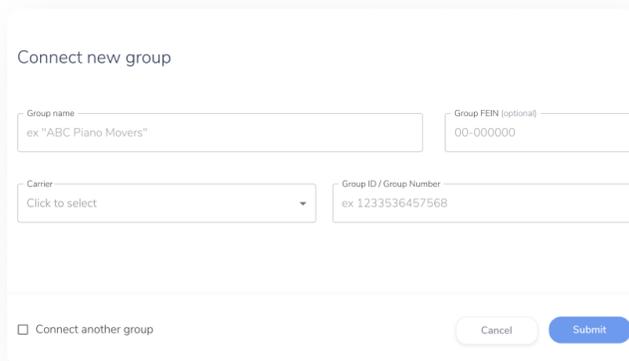
Step 1: Send a group connection request

Creating a group connection is how you connect to a carrier through Noyo so they can administer a given group.

To create a group connection, the group must already be installed in the carrier's system. If a group is not yet installed with the carrier, follow the Group Installation workflow.

Submit a request to [create a new group connection](#) with a unique identifier for the group and the carrier you are connecting. Specs for each carrier are provided by Noyo in advance.

Group connection requests can be [created via API](#) or within the Noyo dashboard:



The screenshot shows a web form titled "Connect new group". It contains the following fields and controls:

- Group name:** A text input field with the placeholder text "ex 'ABC Piano Movers'" and a value of "ABC Piano Movers".
- Group FEIN (optional):** A text input field with the placeholder text "00-000000" and a value of "00-000000".
- Carrier:** A dropdown menu with the text "Click to select".
- Group ID / Group Number:** A text input field with the placeholder text "ex 1233536457568" and a value of "1233536457568".
- Connect another group:** A checkbox that is currently unchecked.
- Buttons:** "Cancel" and "Submit" buttons.

Step 2-3: Noyo validates the Group Connection request and submits to the carrier

Noyo will immediately validate group connection requests, checking for duplicate records, missing fields, and any issues that could violate carrier-specific rules.

Every request needs to be authorized by the carrier. This process varies by carrier but typically takes less than a day to complete. Valid requests will return a response with a status that lets your team know what's happening behind the scenes (e.g., `processing`, `action_required`, `completed`).

Step 4: Noyo continuously syncs group info from carrier

Once carriers have authorized the request, Noyo automatically syncs and structures all member data for employees already enrolled in coverage so it can be accessible to your system.

Noyo periodically checks the carrier system for changes to group data. Our system can automatically refresh data to keep it up to date, and if we detect issues that can impact coverage, we'll flag them to your team in the [Noyo Reconciliation tool](#).

Step 5: Poll the Noyo API for group connection status

Poll the Noyo API to receive automatic status updates about each group connection request. Once a request is complete, platforms can `GET` any info about groups, employees, dependents, and lines of coverage.

Step 6: Map your group data and account structure

After a group connection is created, you'll first map the employee IDs in your system to the records Noyo pulled from the carrier, if there are any differences. This happens once, and enables Noyo to keep your system in sync with the carrier moving forward.

To begin submitting member changes, your group's structures and plan names also need to be mapped to the fields in the carrier's system. Noyo has built a [first of its kind tool](#) to streamline this process.

Alternatively, you can handle mapping outside of Noyo by including mapping outputs (bill groups, classes, divisions, etc.) within the `carrier_config` object of a member request.

Step 7: Use the Noyo API to send member requests

You're all set to begin using the Noyo to manage your group's ongoing enrollment and eligibility needs. [Member requests](#) represent the core operations you are carrying out on behalf of members (employees and dependents) at one or many carriers.

Follow the [member request workflow](#) to see how to submit, monitor, and confirm requests for any type of member enrollment or change.

