

EMPLOYEES (58)

LOCATIONS (3)

CARRIERS (0)

REQUESTS

Member Requests

Jane Doe

+ ENROLL NOW

Group

Subscriber ID

Lines of Coverage

Dependants

STATUS

EMPLOYEE

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

The best way to manage constant change

**What if your team never had to touch an EDI file again?
Noyo is the solution you've been waiting for.**

- ✓ Complete member changes within days, not weeks.
- ✓ Use API-powered workflows to manage all changes across multiple carriers. No blackout periods or custom, manual processes.
- ✓ Monitor transactions in real time and reconcile issues all in one place.
- ✓ Ensure the best customer experience. Only Noyo keeps data in sync, audits for issues, and confirms changes are processed correctly at the carrier.

This is what hands-free automation looks like

Member changes are the heart and soul of Noyo. Our technology is specifically designed to simplify complexity and ensure accuracy.

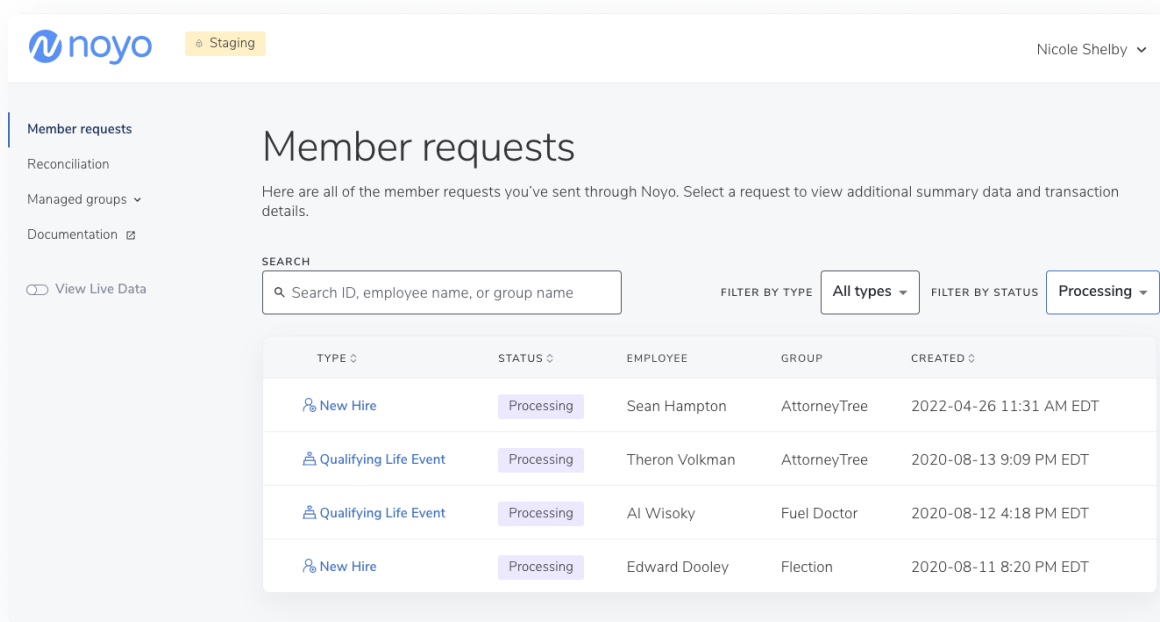
Instead of file-based workflows, Platforms send member requests to Noyo's API endpoints. Member requests represent the core operations you want to carry out on behalf of members (employees and dependents) at one or many carriers.

Noyo supports these types of member requests:

- [Open Enrollment](#)
- [Termination](#)
- [COBRA Open Enrollment](#)
- [New Hire Enrollment](#)
- [Demographic Change](#)
- [COBRA Qualifying Life Event](#)
- [Qualifying Life Event](#)
- [COBRA Enrollment](#)
- [COBRA Termination](#)

When you [connect a group](#) to a carrier through Noyo, Noyo automatically syncs and structures all member data for employees already enrolled in coverage. For existing employees, you're all set to begin modifying coverage using the member request types above.

Every request is protected by Noyo's unique ability to confirm transactions and proactively audit carrier data. Additionally, the real-time status of all member changes can be monitored in the Noyo dashboard.



The screenshot shows the Noyo dashboard for 'Member requests'. The page title is 'Member requests' and it includes a search bar and filters. The table below lists the requests:

TYPE	STATUS	EMPLOYEE	GROUP	CREATED
New Hire	Processing	Sean Hampton	AttorneyTree	2022-04-26 11:31 AM EDT
Qualifying Life Event	Processing	Theron Volkman	AttorneyTree	2020-08-13 9:09 PM EDT
Qualifying Life Event	Processing	Al Wisoky	Fuel Doctor	2020-08-12 4:18 PM EDT
New Hire	Processing	Edward Dooley	Flection	2020-08-11 8:20 PM EDT

[Continued](#) →

Let's look at a new hire enrollment request. Here's what the workflow looks like:

Before you start: Create a new employee for a group and add dependents

When enrolling a new hire, first create a record of the new employee and their dependents within Noyo. For other member request types, go straight to step 1.

To get started, you'll use the [create an employee](#) and [create dependent endpoints](#).

This creates a standardized data object that contains personal information about the employee, as well as key employment details like `hire_date`, `occupation`, and `employment_status`. When an employee is created, Noyo will return a unique `employee_id` to reference when submitting a new hire enrollment request.

Step 1: Submit a new hire enrollment request

The [new hire enrollment request](#) makes it easy to add an existing employee, and optionally their dependents, to multiple lines of coverage across multiple carriers in a single API request.

Use the `POST https://fulfillment.noyo.com/api/v1/employees/:employee_id/member_requests/new_hire` endpoint to send Noyo unique identifiers for the employee, carriers, and plans for which you'd like to enroll. Optionally, you can also include details about plans an employee is waiving.

Noyo provides carrier ids and configuration details in advance, and we also make these details accessible via API. You have instant access to the most up to date group structure and plan eligibility info for each carrier.

Step 2: Noyo validates the member request and provides instant feedback

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

Step 3 & 4: Valid requests split into transactions and processed by carrier

When you submit a member request, you're telling Noyo what successful enrollment looks like. Noyo then does the hard work of structuring the request into smaller transactions or action items that are carried out at the carrier.

For example, a New Hire Enrollment member request may result in two member transactions: one to add medical coverage at Carrier A, and a second to add dental and vision coverage at Carrier B.

Step 5: Noyo continuously pulls information from the carrier to confirm success for every transaction

Part of the magic of Noyo is our ability to confirm that every transaction is completed exactly as expected. We call this round-trip confirmation. Noyo validates changes when they're sent and then automatically checks the carrier's system on the change's effective date to confirm success – no other solution can do this.

[Continued](#) →

Step 6: Poll the Noyo API to receive status updates

Poll the Noyo API to receive automatic status updates for each transaction, along with details on any issues that may arise. Transactions may be completed in mere seconds or longer, depending on the carrier and request type.

Real-time statuses of all transactions can be monitored in the Noyo dashboard. Alternatively, you can use Noyo's API endpoints to create custom operational tooling.

Step 7: Noyo continuously syncs group information from carrier

Noyo proactively checks the carrier system for changes to member data for each managed group. This ensures that Noyo can capture any changes that might happen outside of Noyo (e.g., in a broker portal or directly at the carrier).

Our technology is setting the standard for what it means to truly keep data in sync.

Step 8: Noyo compares carrier data and programmatically identifies issues

When Noyo detects a change at the carrier, our Sync technology can automatically refresh data in our system to keep it up to date, as well as surface any discrepancies to platforms that may impact coverage.

We refer to this as programmatic issue detection, which solves a critical need in the industry to catch and resolve errors before they impact customers.

Step 9: Review any issues for fast reconciliation

Noyo instantly flags coverage-impacting issues to your team in the Noyo Reconciliation tool – resolve issues [in a single click](#).

