



Advice, tips, guidance. The health care industry is chaotic and leaves many members feeling helpless and hopeless when it comes to finding the best care at the right price. Members need someone they can rely on to offer support and direction when it comes to understanding options and making the best decision based on their needs.

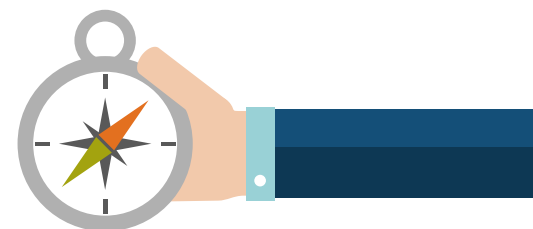
If you're looking to have a positive impact on health outcomes and manage cost trends, a traditional customer service call center and performance metrics won't cut it. This is why Nova's Care Navigation program was created: to provide members with high-touch assistance for care-related issues; access to a human who will listen, understand, and assist. This program focuses on building relationships, not completing a call.

And unlike traditional call centers, we don't sit by the phones and wait for them to ring. We leverage every inbound inquiry to make connections across the company to minimize the number of calls the member needs to make. Outbound calls are our proactive approach to building a bridge with members to help them navigate the health system landscape and increase their health literacy.

What do we do?



 Care Navigators leverage inbound calls by making connections to:	 Care navigators are responsible for outbound initiatives including:
Find the right PCP/Specialist/Ancillary service and site of service	Targeted member outreach for education - Addressing preventive visits and gaps in care
Identify plan-specific resources to assist the plan and member in cost-savings	Out-of-network or inappropriate emergency room utilization education
Health improvement resources and member support	Referral management and follow-up
Assist in scheduling appointments	Care plan opportunities education
Wellness and prevention education	Appointment scheduling and planning
Connect with local public resources	Care gap resolution
Locate/redirect to in-network providers	
Reference-based reimbursement coordination	
Health coaching or case management resources for members and providers - Provider interaction – document in system as task to nurse - Real-time transfer to Registered Nurse	



Interested in learning more about the evolution of customer care? Contact Nova today!

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