

Your goals + our solutions = success. It's that easy.

Nova Healthcare Administrators, Inc. (Nova), has developed a solution to offer union labor organizations, municipalities, and school districts opportunities to save! How? By offering clients access to a national network and a variety of service outsource options to balance cost and workload.

If you're searching for options to better manage your health plan, we're here to help. This innovative product solution, paired with our industry experience and resources, will afford you more time to focus on the element of your health plan administration that matters the most – member satisfaction.

The Details

When partnering with Nova, you benefit from our highly-rated administrative efficiencies and commitment to client service. Nova's support for joint claims administration comes from the understanding that not all self-funded clients are created equally and the best results for the plan are achieved differently for each client. Nova offers a spectrum of solutions for our joint claims administration clients.

What Nova can take off your plate:

PLAN MANAGEMENT SOLUTIONS

High-Quality National Network Access

Together, we work with Aetna, a national network partner, to provide members access to high-quality, cost-effective providers. This partnership offers clients with case management, transparent network discounts, and access to Aetna's member portal. It is important plan participants have access to the right care, at the right time, and in the right setting. At home or when traveling, Nova's solution has your members covered.

Plan Stewards

Nova's business model ensures a team of cross functional associates are focused on supporting your plan. Once we've identified the right mix of Nova's solutions, your client service team works internally to help you achieve optimal results.

Integrated Portal

Fed through our claims system, Nova's employer portal gives clients access to account information including, eligibility, claims, reporting, and access to forms/documents. Clients can also use the portal to add new enrollees and dependents, change current enrollees and dependents, and order ID cards.

STOP LOSS ADMINISTRATION

Nova's stop loss department works closely with claims analysts and medical management to identify potential stop loss claimants. Nova is able to provide communication of large claimants before payment is issued, per client request, and Nova follows standard processes for reporting large claimants.

CARE NAVIGATION

The health care system is complex and confusing. When members have questions, we listen. Members work with representatives dedicated to your plan to get the answers they need and the guidance they deserve, every time. If you would prefer Nova manage customer service lines, we can! The choice is yours.

CLAIMS PROCESSING

Nova's experienced team of claim adjudicators understand our system and the unique plan designs of self-funded clients. Our team is ready to help manage the administrative burden of claims processing.

ELIGIBILITY MANAGEMENT SERVICES

Accuracy, efficiency, and timeliness. Nova's specialized eligibility and enrollment department works to ensure our systems integrate across all product lines to create a seamless experience for your plan participants. Employees are enrolled within three working days and receive ID cards within five to ten days.

Interested in learning more about how you can make the switch to balance efficiency, cost, and load? Contact us today!