

Why Nova?

We're not rubber stampers. And we're not paper pushers. We're data analysts, deep thinkers and doers dedicated to helping your organization discover meaningful cost reductions, greater employee satisfaction and improved health plan performance.

When you choose Nova, you gain a valuable member of your crew — and that's not all.

Here's what else you can expect when you partner with us:

A Connected Company

We believe in the power of collaboration to deliver the best possible outcomes. That's why we take a cross-functional approach to our operations. Your Nova support team includes an implementation manager, plan build and enrollment specialists, claims processors, nurse advocates, client account specialists and an account manager. These dedicated professionals work together with a singular focus in mind — your organization's success.

Actionable Intelligence

Anyone can report on your data — we leverage it, account for organizational priorities and build actionable solutions and outreach programs around your unique areas of opportunity. We make a plan to improve on health outcomes, and we act on it.

Population Health Management

Leveraging medical claims, Rx claims, pre-certifications, prior authorizations, and—when available—biometric screening data, the Population Health Management team constantly analyze your data to identify the unique cost drivers impacting your bottom line. And we develop customized strategies for your employee population. Focusing on your trends enables us to deliver customized solutions designed to make a difference in your employee health outcomes.

Best Company

Nova has been named one of the best mid-size companies to work for in New York the last three years. In 2019 and 2020 we were recognized as a Best Place to Work by Modern Healthcare. Why does that matter? People who love what they do are happy to come to work. When you're happy at work, you're ready to focus on helping your fellow associates, plan participants, and clients.

Deep Industry Expertise

Our leadership team comes to you with decades of relevant industry experience. And while many of our client account management team members have experience with national TPAs, we offer them something different — the creative space to do what others won't or can't do.

Care Navigation

We're passionate about guiding members through the complexities of benefit plans and the health care system. This passion to deliver outstanding customer experiences is driven by C.A.R.E. (Compassion, Accuracy, Respect, and Empathy). We remember what it is like to be unfamiliar with the health care system so we seek to connect with members by building trust. We listen to understand, not respond. We identify opportunities to educate callers while offering them tools and resources to help them make informed decisions.

A Human Touch

We believe business is personal — not transactional. We thrive in collaboration and seek out opportunities to educate and empower members.

Vendor Choice

We can recommend best-in-class vendors for a range of services including PBM, network solutions, stop loss carriers, RBP and DPC. We can also work with your vendors of choice — you decide.

A Proven Partner

We've earned awards from the Validation Institute and Fierce Healthcare. And we were recognized as the 2020 Health Value Awards "Third-Party Administrators: Health Plan Performance Management" winner.

Customized Solutions

We don't do "cookie cutter." We take the time to understand your unique needs and deliver a customized course of action to activate improved health outcomes and meaningful savings.

Better plan performance is within reach. Make Nova a part of your crew.

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