



Nova's clinical protocols drive measurable improvements, evidenced by impartial third-party case studies that highlight our ability to positively impact trend. We hold a Certification for Validity in Savings Measurement from the Validation Institute, recognizing our commitment to validly measured outcomes, especially for common chronic conditions. Nova's strategic cost- and risk-management strategy leads to annual rate increases that are lower by half than a national benchmark, with below-average admissions and emergency room visits for common chronic diseases, showcasing our leadership in transformative health care solutions.



Nova's medical management services are performed in-house. Nova's registered nurses perform chronic condition management, which includes disease management. Nova is URAC accredited for Health Utilization Management and Case Management. URAC is the independent leader in promoting health care quality and patient safety through renowned accreditation programs. **By achieving this status, Nova has demonstrated a validated commitment to quality and accountability.**



In 2024, Nova received the Bronze Stevie® Award for Sales & Customer Service in the "Contact Center of the Year" category. This award recognizes companies demonstrating innovative solutions that have the greatest potential to save money, engage patients, or revolutionize the industry.

Nova's customer service team was recognized for our focus on associate culture and retention, which is reflected in our high level of service delivery, with consistently low average speed of answer rates, high audit scores, and client satisfaction ratings of above 90 percent.



Nova was recognized among the 2022 BenefitsPRO LUMINARIES, an inaugural awards program that celebrates top benefits professionals and organizations striving to transform and humanize the benefits business and set a bright example within the industry. Nova was honored in the Education & Communication category for our commitment to helping employers understand their self-insurance benefits and guiding members on their health care journeys. With a connected company approach to proactive client and member service, integrated medical management team, and an emphasis on helping clients analyze data on their health plan trend, Nova's efforts are making an impact. Nova clients have, on average, annual medical claims trends that are lower by half when compared to national medical cost trends (*PwC Health Research Institute*).



After winning in 2020, Nova received the 2024 Health Value Award in the Claims Processing/TPA/Audit category. In order to qualify, applicants must participate in an independent peer review conducted by Validation Institute's distinguished team of data scientists. This team reviews submitted data (case studies, population data, etc.) to ensure finalists are delivering on promised results to their users and clients.

Approval and recognition by Validation Institute is not only an honor, but a reliable mark of high-quality health care solutions recognized by professionals industry-wide.



Nova was the recipient of the 2018 Fierce Innovation Award: Healthcare Edition for Population Health Management/Patient Engagement Solutions. This award recognizes companies demonstrating innovative solutions that have the greatest potential to save money, engage patients, or revolutionize the industry.

Separately, we were awarded Best In Show – Fiercest Engagement Solution, Health Plan Performance Management. This recognition is not achieved through application but as a selection by the judges in one of three Best In Show categories.



In 2025, Nova applied to be recognized as one of the "Best Companies to Work for in New York".

The Best Companies to Work For program is designed to recognize outstanding places of employment throughout the state. Nova has received this distinction eight years (2018–2025) in a row.



In 2025, Nova was awarded the Platinum Bell Seal for Workplace Mental Health by Mental Health America (MHA) for the fourth straight year. The Bell Seal certification recognizes employers who strive to create mentally healthy workplaces for their employees, with platinum serving as the highest level of distinction.

To earn this prestigious designation, Nova underwent a rigorous evaluation of its policies and practices in workplace culture, benefits, compliance, and wellness programs. Nova earned an overall score of 94 out of 100, with a perfect score for holistic wellness at work.