

Our Commitment to Overcoming Barriers to Care



Money. Medical deserts. Stigma. Socioeconomic status. Barriers to health care exist in our country. Our first priority is to ensure members get the most out of their benefit plans. Unfortunately, various obstacles can interfere with members accessing the care they need when they need it most.

We're passionate about helping members overcome hurdles in the health care system to ensure they receive the care they need in the right setting, at the right time, for the right price.

Addressing the Barriers

Our experienced clinical team helps identify potential roadblocks to care.

NAVIGATING A CONFUSING SYSTEM

Our clinical team of empathetic experts knows the ins and outs of health care and nursing. They pair their clinical knowledge with their understanding of the benefits ecosystem to support members as they navigate the care they need.



UNDERSTANDING SOCIAL DETERMINANTS OF HEALTH THROUGH MEDICAL MANAGEMENT



Economic Stability

We identify free and low-cost local resources available to members



Education Access and Quality

We assess members' understanding of their benefits and can help to coordinate care



Health Care Access and Quality

We assess for transportation barriers and identify solutions to help members manage their conditions



Food to Fuel Healing

Recently, a member was struggling to pay bills after an extended hospital stay. Our case management team went into action and connected with local food pantries to ensure he had a reliable way to get healthy food while recovering.



Neighborhood and Environment

We assess the home environment and support system to identify care needs



Social and Community Context

We identify local support groups to provide opportunities for connection within the community

LOW HEALTH LITERACY

As dedicated partners to our clients, we make it a point to understand their plan trends and employee population. We work to educate members about medical conditions, their health plan and the health care ecosystem. An educated member is better able to engage in meaningful conversations with providers and facilities to navigate the services they need.



ENGLISH AS A SECOND LANGUAGE (ESL)

In addition to language line resources to support member service calls, Nova can also provide translated benefit plan information and support plans in their compliance with Limited English Proficiency (LEP) regulations.



We're dedicated to addressing barriers to care to ensure members get the most from their benefits as they navigate a complex system. Contact us. We'll show you what's possible.

AskNova@novahealthcare.com
or call 716.932.5105