



ValidationInstitute

2024 Validation Report

Review for: Nova Healthcare Administrators

Validation Achieved: Outcomes

Valid through: June 2025



Company Profile



Category:	Third Party Administrator
Website:	www.novahealthcare.com
Public or Private:	Private
Year Established:	1982
CEO:	James Walleshauser
Company contact:	800-999-5703
Description:	

With more than 40 years of experience, **Nova Healthcare Administrators (Nova)** is an innovative health benefit solutions company that cares. We see the people that health plans serve and the businesses they support – and we partner with them on their path to better insurance benefits.

When it comes to health plans, **Nova** operates outside of the box to find solutions that others simply won't consider for a variety of self-insured health plan needs – medical, dental, vision, reimbursement account administration and private-labeled partnerships.

Every aspect of **Nova's** business aims to take the complex out of a complicated health care system for insurance brokers, our clients, and their members. **Nova** prioritizes service and solutions that are both personal and personalized.





Claim Assertion for Validation

Nova creates a cost and risk management strategy tailored to each employer's benefit plan, culture, and goals. The strategy uses medical, behavioral, and pharmacy claims, plus operational observations, a company-level assessment and lab data (when available). The strategy addresses preventive care, early detection of illness, improving treatment compliance, appropriateness of services, and reducing cost of necessary care. Nova's clients have had annual rate increases that are lower by half than a national benchmark.



Method / Calculation / Examples

Member-facing validations are done using the "gold standard" event rate tracking methodology. This is the only metric which avoids participant bias, regression to the mean, and trend inflation, three invalidators detailed respectively in those links. This methodology, invented by the founders of the Validation Institute, has been accepted and published by Health Affairs and the Health Enhancement Research Organization. It has also been featured in *Why Nobody Believes the Numbers: Distinguishing Fact from Fiction in Population Health Management*, the award-winning trade-bestselling textbook most widely used among professional and graduate programs in population health outcomes measurement. It is also the only methodology which qualifies for the Validation Institute's Credibility Guarantee for member-facing programs. Details include:

- Uses very specific ICD-10s
- No regression to the mean
- Age taken into account
- All data submission is QC'ed
- Only valid methodology in use

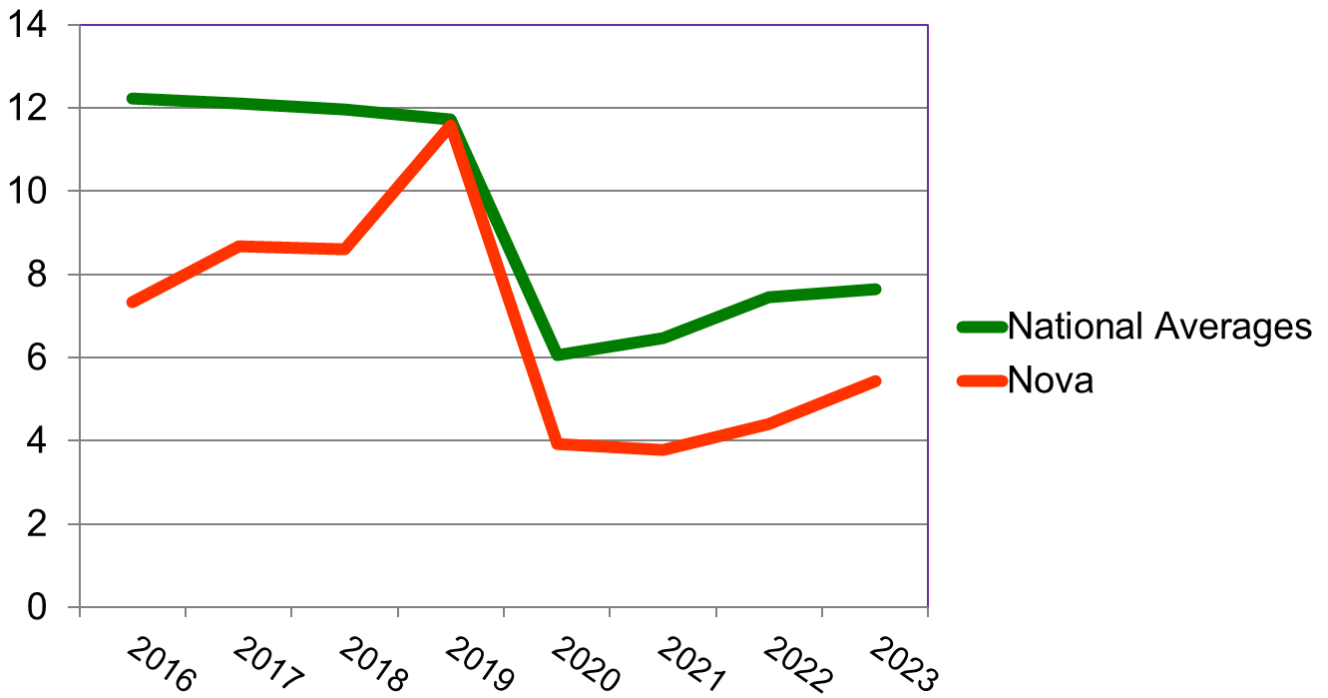
Findings & Validation

The validation itself is for the measurement itself. Whether the validated organization has achieved better-than-average outcomes is mentioned in the member-specific language and is viewable in the attached slides. (It will appear that most validated organizations have indeed achieved better-than-average outcomes. That is because other organizations prefer not to be posted.). ROIs are not listed because the ROI will depend on the price charged. In order to achieve a positive ROI, an organization must keep events below the benchmark. However, not every organization outperforming the benchmark will achieve a positive ROI.



Findings & Validation

Figure 7: Total Events vs. national averages (events per 1000 ASO members)





Limitations

While all event rates increased in 2023, Nova's event rate increases remain lower than the national average.





Validation and Credibility Guarantee

Nova Healthcare Administrator's Chronic Condition Management Program has achieved validation for **Outcomes**. Validation Institute is willing to provide up to a \$25,000 guarantee as part of their Credibility Guarantee Program. To learn more, visit <https://validationinstitute.com/credibility-guarantee/>.

Savings

Can reduce health care spending per case/participant or for the plan/purchaser overall.

Outcomes

Product/solution has measurably improved an outcome (risk, hba1c, events, employee retention, etc.) of importance.

Metrics

Credible sources and valid assumptions create a reasonable estimate of a program's impact.

Contractual Integrity

Vendor is willing to put a part of their fees "at risk" as a guarantee.





Validation Expiration: June 2025

CERTIFICATE OF VALIDATION

Applicant:	Nova Healthcare Administrators 300 Essjay Road, Buffalo, New York, 14221
Product:	Nova's Chronic Condition Management Program
Claim:	Nova has below-average admissions and emergency room visits for common chronic disease.
Validation Achieved:	Validated for Outcomes

Al Lewis
Founder and CEO Emeritus
Validation Institute

Vidar Jorgensen
Chief Executive Officer
Validation Institute



About Validation Institute

Validation Institute is a professional community that advocates for organizations and approaches that deliver better health value - stronger health outcomes at lower cost. We connect, train, and certify health care purchasers, and we validate and connect providers delivering superior results. Founded in 2014, the mission of the organization has consistently been to help provide transparency to buyers of health care.

Validation Review Process

Validation Institute has a team of epidemiologists and statisticians who review each program. The team focuses on three components:

- Evidence from published literature that a similar intervention had similar results.
- The reliability and credibility of the data sources.
- The rigor of the approach to calculating results.

To achieve validation, the program has to satisfy each of these components. VI's team then summarizes the review into a report which is publicly available. Details of VI's review are available with the program's permission.