



Nomi Health

Proposal for:

**STATE OF FLORIDA
AGENCY FOR HEALTH CARE ADMINISTRATION REQUEST FOR INFORMATION**

AHCA RFI 014-22/23

**ROCUREMENT OF THE
STATEWIDE MEDICAID PREPAID DENTAL PROGRAM**

May 30, 2023

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Nomi Health and 32Health Response

May 30, 2023

Nomi Health response to:

AHCA RFI 014-22/23

Trey Collins

Chief, Purchasing and Contract Administration

solicitation.questions@ahca.myflorida.com

Dear Mr. Collins,

On behalf of Nomi Health Inc. (“Nomi Health”) and 32Health, we appreciate the opportunity to respond to the state’s request for information for the Medicaid Statewide dental program. We understand the relationship between good oral health and overall well being. The partnership between NOMI and 32Health is targeted at bringing the best of the medical and dental industry together to provide the state with a set of offerings to enhance the administration of your pre-paid dental program. These solutions include:

- Reimbursement Innovations
- Care delivery innovations
- Supported by a modern technical foundation.

By sharing our response, Nomi Health agrees to comply with all the conditions, requirements and instructions laid out within your request for proposal. Nomi Health and 32Health are passionate about supporting your community with an better approach to care. We look forward to partnering with the State of Florida to support your members in your pre-paid dental program.

Sincerely,

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Background

Nomi Health was founded in 2019 and is headquartered in Orem, Utah. We began with the vision to bring healthcare directly to patients and we continue to provide solutions that improve health care access and outcomes as well as lower costs significantly. Currently, more than 16 million individuals have access to Nomi's services and technologies. Over the past four years, we have worked with city and state governments across the nation planning and operationalizing strategic initiatives to bring care to both urban and rural residents of countless communities.

An essential factor in responding to any crisis is the response time. During the COVID-19 pandemic, Nomi was able to quickly scale to meet the needs of the communities we supported. Through the efforts of our teams across the country, served over 15 million patients. We have rapidly scaled our operations and expanded our capabilities to meet the ongoing needs of communities as they face other crisis situations, while also delivering general health services for the wellness of those communities.

Through our pandemic response teams, we have developed partnerships ranging from national leadership to local Departments of Health, and many others. This range of partnerships enables us to provide services that meet patients where and when they need care—we have resources available in even the most rural and remote areas.

We also partner with local leaders and community organizations to identify core issues to be addressed, and create a strategy to thoughtfully, yet quickly respond to needs and utilize data to track our impact and inform decisions that drive business. This experience informs how we will approach the State of Florida's Pre-Paid Dental Program as you design a program to reach those most in need of preventative and emergency dental care.

Our data insight allows us to partner with the right community organizations within Florida to reach those disproportionately impacted areas and gives the State a clearer picture of their areas of need.

At Nomi we believe in treating the whole person – by offering enhanced dental and medical benefits, we provide members with the care they need, how they need it. Our goal is to increase adherence and drive better health outcomes through network and dental partnerships focused on delivering innovation.

Innovative ideas and best practices

NOMI and 32Health propose a tiered care delivery model based on the individual's risk to dental disease to reduce cost and increase access within the Medicaid-eligible population in Florida. This proposal outlines integrating dental and primary care services for iBudget enrollees, children, adolescents, pregnant women, and the elderly with or without acute care coordination. The integrated dental and primary care services would be leveraged for individuals with high and moderate risk for dental disease and acute-care patients with surgical needs. The individuals at low risk for dental disease would utilize traditional care modes with dental offices and dental home assignments to increase access and preventive services.

In support of this RFI, NOMI and 32Health have focused on nine areas where new approaches to care delivery will improve outcomes in Florida. These include:

Reimbursement Models

1. Value-based payment models: Driving increased quality of care, improved outcomes, and reduced cost.

Care Delivery Models

2. Integrating sedation dentistry into dental services for individuals with intellectual and developmental disabilities, including iBudget enrollees.
3. Improving understanding of the unique oral health needs of individuals with intellectual and developmental disabilities.
4. Providing enhanced orthodontia services.
5. Leveraging Tele Dentistry Programs for increasing access and Preventive Care

6. Addressing the Opioid crisis as part of an integrated Medicaid Approach

Modern Technology Foundations

7. Leveraging modern analytics to benchmark current quality measures and demonstrate improved Medicaid outcomes through the introduction of enhanced dental care.
8. Delivering operational efficiencies and strategies leveraging NOMI and 32Health's networks, benefits administration platform and fintech platform.

The following pages outline our recommendations for improving the State's pre-paid Medicaid dental program.

Conclusion

With the combination of NOMI Health and 32 Health, the State of Florida's Medicaid program benefits:

- Analytics providing insight into those Medicaid recipients whose medical health is most impacted by focused dental intervention.
- The use of AI and NLP assisted systems for claims processing and case management, substantially reduce operations costs.
- real-time support for eligibility and benefit coverage inquiries, prior authorizations, and claims processing
- Real time payments of all provider claims to drive increased Medicaid provider adoption

We believe through a combination of reimbursement Innovative Models and Care delivery Models supported by a modern technology foundation; the State of Florida's Medicaid prepaid dental program can demonstrate improved Medicaid outcomes and alignment between policy priorities and programmatic outcomes.