Healthcare Payer Digital Services – Service Provider Compendium 2022

August 2022: Complimentary Abstract / Table of Contents

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- Sustainability Technology and Services
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Background of the research

Healthcare enterprises have made digital adoption the bedrock of their growth strategy to optimize processes, realize cost efficiencies, and enhance the member experience. With the healthcare industry evolving, enterprises are leveraging digital services to unlock prominent business use cases such as value-based care and population health management and to comply with changing regulations.

To support enterprises on their digital transformation journeys, service providers are ramping up capabilities through vertical-specific partnerships and acquisitions, investments in Centers of Excellence (CoEs), training, etc. This, in turn, is driving the need for research and market intelligence on demand and supply trends in healthcare payer digital services. Everest Group's healthcare ITS research program addresses this market need by analyzing demand themes and service provider capabilities in healthcare payer digital services.

In this report, we present an assessment of 26 healthcare ITS providers. These service providers are mapped on the Everest Group PEAK Matrix®, which is a composite index of a range of distinct metrics related to a provider's capability and market impact. We focus on payer digital services market size and growth, digital services themes for healthcare payers, assessment of the service providers on several capabilities and market success-related dimensions, and Everest Group's independent remarks on service providers.

This report features the following 26 leading service providers on the Healthcare Payer Digital Services PEAK Matrix®:

- **Leaders:** Accenture, Cognizant, Infosys, NTT DATA, Optum, TCS, and Wipro
- **Major Contenders:** Atos, Capgemini, Conduent, Emids, IBM, Infinite Computer Solutions, Mindtree, Mphasis, Persistent Systems, SoftServe, UST, and Virtusa
- **Aspirants:** Ascendum, HTC Global Services, Tech Mahindra, and Vee Technologies
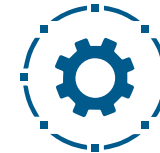- **Star Performers:** CitiusTech, EPAM, and HCL

Scope of this report

Geography
Global (focus on the US)

Providers
Healthcare payer

Services
Digital services

Healthcare payer digital services | scope of the research

NOT EXHAUSTIVE

Product development → **Policy servicing** → **Network management** → **Care management** → **Claims management**

Digital use cases

- Process optimization
- Patient data security
- Better member satisfaction
- More member-focused plans
- Cost reduction

- Efficient claims management
- Better member engagement
- Workflow management, collaboration, and efficiency gains
- Allowing members to understand plans and make the right choices
- Better decision-making

Digital technologies

| RPA | Internet of Things (IoT) | Cognitive/AI | Blockchain | Analytics | Cloud | Social | Mobility | Digital cybersecurity |

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The healthcare payer digital services – service provider compendium report covers detailed profile of 26 vendors

Research calendar
Healthcare Information Technology

| | Published | Planned | Current release |

Reports title	Release date
Healthcare Provider Enterprise Insights – Q4 2020 & Q1 2021	August 2021
Interoperability in Healthcare	September 2021
Healthcare Payer Enterprise Insights – H1 2021	September 2021
Effective Claims Operations Through Scaled Digital Adoption	November 2021
Cloud for Healthcare – Data Platforms Peak Matrix® Assessment 2022	December 2021
Healthcare Payer Digital Services PEAK Matrix® Assessment 2022	May 2022
Healthcare Payer Digital Services – Service Provider Compendium 2022	**August 2022**
Cloud-based Core Administration Platform PEAK Matrix® Assessment 2022	Q3 2022
Member Engagement of the Future	Q3 2022
Cloud-based Core Administration Platform – Service Provider Compendium 2022	Q3 2022
Healthcare Provider Digital Services PEAK Matrix® Assessment 2022	Q3 2022
RCM Platforms PEAK Matrix® Assessment 2022	Q3 2022
Healthcare Customer Experience Platforms PEAK Matrix® Assessment 2022	Q3 2022
Risk Adjustment Solutions in Healthcare	Q3 2022
Importance of IT Security Amid Evolving Care Models	Q3 2022

Note: Click to see a list of all of our published Healthcare Information Technology reports

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