Market Report | Healthcare Business Process

Healthcare Payer Operations – Service Provider Compendium 2022

March 2022: Complimentary Abstract / Table of Contents

EGR-2022-53-CA-5061

Our research offerings

This report is included in the following research program:
Healthcare Business Process

- Application Services
- Banking and Financial Services Business Process
- Banking and Financial Services Information Technology
- Catalyst™
- Clinical Development Technology
- Cloud and Infrastructure
- Contingent Staffing
- Contingent Workforce Management
- Conversational AI
- Customer Experience Management Services
- Cybersecurity
- Data and Analytics
- Digital Adoption Platforms (DAP)
- Digital Engineering Services
- Digital Services
- Digital Workplace
- Engineering Services
- Enterprise Platform Services
- Finance and Accounting
- Financial Services Technology (FinTech)
- Global Business Services
- Healthcare Business Process
- Healthcare Information Technology
- Human Resources Outsourcing
- Insurance Business Process
- Insurance Information Technology
- Insurance Technology (InsurTech)
- Insurance Third-Party Administration (TPA) Services
- Intelligent Document Processing (IDP)
- Interactive Experience (IX) Services
- IT Services Executive Insights™
- Life Sciences Business Process
- Life Sciences Information Technology
- Locations Insider™
- Marketing Services
- Market Vista™
- Mortgage Operations
- Multi-country Payroll
- Network Services and 5G
- Outsourcing Excellence
- Pricing-as-a-Service
- Process Mining
- Procurement
- Recruitment
- Retirements Technologies
- Rewards and Recognition
- Service Optimization Technologies
- Software Product Engineering Services
- Supply Chain Management (SCM) Services
- Sustainability Technology and Services
- Talent Excellence GBS
- Talent Excellence ITS
- Technology Skills and Talent
- Trust and Safety
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

For more information on this and other research published by Everest Group, please contact us:

Ankur Verma, Practice Director

Vivek Kumar, Senior Analyst

Arundhati Goel, Analyst

Sonali Srivastava, Senior Information Specialist

Contents

Contents

Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Healthcare payer value chain pyramid, PEAK Matrix®, market maturity

02

Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary contractual database of over 550 healthcare payer BPS contracts (updated annually)

Year-round tracking of 30+ healthcare payer BPS providers

Large repository of existing research in healthcare payer operations

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

This report is based on multiple sources of proprietary information

- Proprietary database of healthcare payer operations contracts of major business process service providers (updated annually)
- The database tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including service provider, contract type, TCV & ACV, service provider FTEs, start & end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LoB) served, and pricing model employed

- Proprietary database of healthcare payer BPS providers (updated annually)
- The database tracks the following for each service provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different LoBs
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Service provider briefings**
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting workplace services
  - Assessment of service provider performance
  - Emerging priorities
  - Lessons learned and best practices adopted

Service providers assessed[1,2]

1 Assessment for Atos, Capgemini, Concentrix, CGI, CorroHealth, Convey Health, Gainwell Technologies, HCL Technologies, Hexaware, HGS Healthcare, Omega Healthcare, Virtusa, and Teleperformance excludes service provider inputs on this study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of the service providers, their public disclosures, and interaction with buyers.

2 The analysis of HGS Healthcare is based on the capabilities of erstwhile company (HGS) for the period of June 2020 – June 2021, before it was acquired by Baring Private Equity Asia.

The source of all content is Everest Group unless otherwise specified.

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion.

Background of the research
Healthcare Payer Operations 2022

The healthcare industry is one of the fastest-changing and most dynamic sectors, making it essential for organizations to constantly evolve and build on their foundational capabilities. The global pandemic has brought certain opportunities to the forefront such as telehealth, risk-based commercial models, and greater investment in care management, all coupled with an increased focus on digital initiatives, especially automation and analytics.

In order to achieve this, service providers are establishing strong ecosystem partnerships with leading third-party vendors, developing technology solutions, deploying innovative models such as Business-Process-as-a-Service (BPaaS) and payvider solutions for service delivery, and strengthening their consulting capabilities to provide end-to-end transformation for their clients.

In order to achieve their objectives in this regard, third-party support becomes vital, and hence, it becomes extremely important for healthcare payers to identify the right service providers to transform their business processes and help differentiate themselves. This report studies leading healthcare payer BPS providers and compares their capabilities in detail.

This report includes the profiles of the following 32 leading healthcare payer BPS providers featured on the Healthcare Payer Operations PEAK Matrix®:

- **Leaders:** Accenture, Cognizant, Conduent, service provider, Firstsource, HGS Healthcare, NTT DATA, Optum, and Wipro
- **Major Contenders:** Apexon Health, Capgemini, CGI, Change Healthcare, Concentrix, Convey Health, CorroHealth, Exela Technologies, Gainwell Technologies, Genpact, HCL Technologies, Hexaware, Infosys, Mphasis, Shearwater Health, Sutherland Global Services, TCS, and WNS
- **Aspirants:** Atos, Omega Healthcare, Tech Mahindra, Teleperformance, and Virtusa

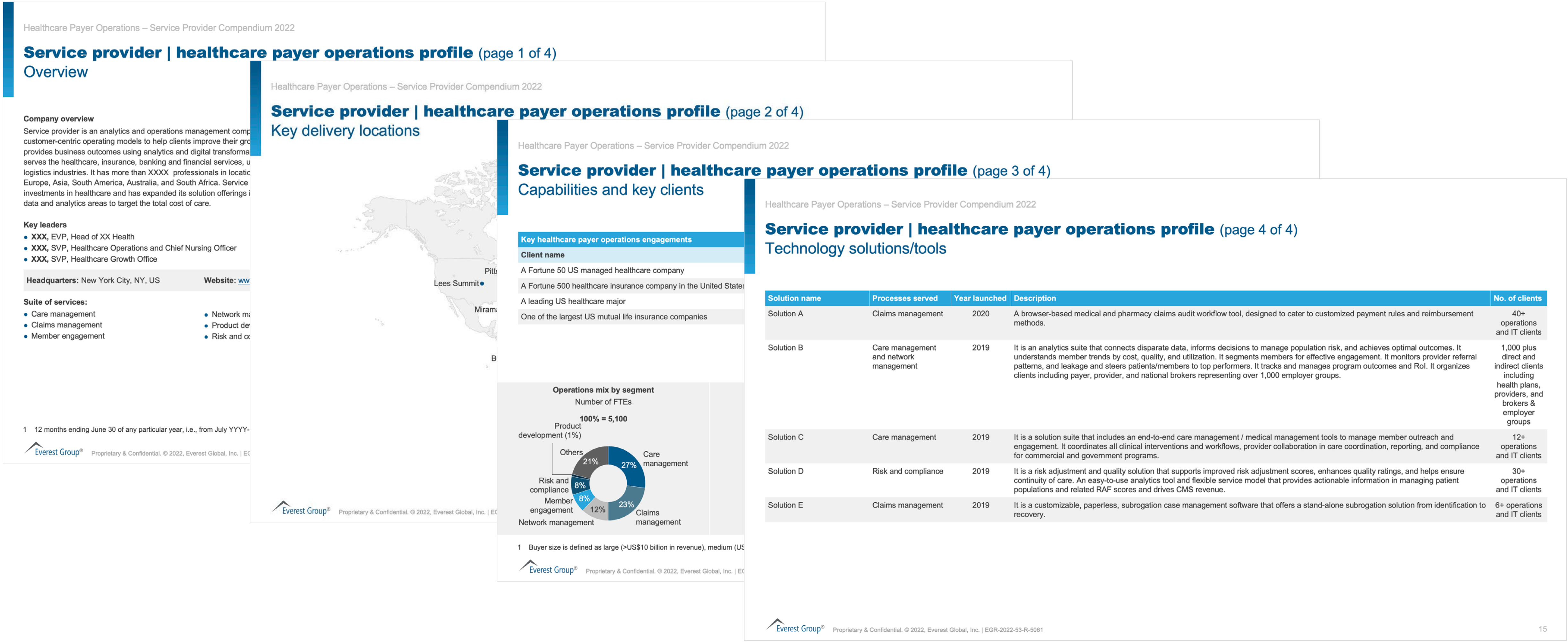
Scope of this report:

Geography
Global

Service providers
32

Services
Healthcare payer BPS

This study offers 32 distinct chapters providing a deep dive into key aspects of healthcare payer operations; below are four charts to illustrate the depth of the report


Healthcare Payer Operations – Service Provider Compendium 2022

Service provider | healthcare payer operations profile (page 1 of 4)
Overview

Company overview
Service provider is an analytics and operations management comp
customer-centric operating models to help clients improve their gro
provides business outcomes using analytics and digital transforma
serves the healthcare, insurance, banking and financial services, u
logistics industries. It has more than XXXX professionals in locatio
Europe, Asia, South America, Australia, and South Africa. Service
investments in healthcare and has expanded its solution offerings i
data and analytics areas to target the total cost of care.

Key leaders
- **XXX**, EVP, Head of XX Health
- **XXX**, SVP, Healthcare Operations and Chief Nursing Officer
- **XXX**, SVP, Healthcare Growth Office

Headquarters: New York City, NY, US **Website:** ww

Suite of services:
- Care management
- Claims management
- Member engagement
- Network ma
- Product de
- Risk and co

1 12 months ending June 30 of any particular year, i.e., from July YYYY-

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EG

Healthcare Payer Operations – Service Provider Compendium 2022

Service provider | healthcare payer operations profile (page 2 of 4)
Key delivery locations

Pitts
Lees Summit
Mirama
B

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EG

Healthcare Payer Operations – Service Provider Compendium 2022

Service provider | healthcare payer operations profile (page 3 of 4)
Capabilities and key clients

Key healthcare payer operations engagements
Client name
A Fortune 50 US managed healthcare company
A Fortune 500 healthcare insurance company in the United States
A leading US healthcare major
One of the largest US mutual life insurance companies

Operations mix by segment
Number of FTEs
100% = 5,100
Product development (1%)
Others 21%
Care management 27%
Risk and compliance 8%
Member engagement 8%
Network management 12%
Claims management 23%

1 Buyer size is defined as large (>US$10 billion in revenue), medium (US

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EG

Healthcare Payer Operations – Service Provider Compendium 2022

Service provider | healthcare payer operations profile (page 4 of 4)
Technology solutions/tools

Solution name	Processes served	Year launched	Description	No. of clients
Solution A	Claims management	2020	A browser-based medical and pharmacy claims audit workflow tool, designed to cater to customized payment rules and reimbursement methods.	40+ operations and IT clients
Solution B	Care management and network management	2019	It is an analytics suite that connects disparate data, informs decisions to manage population risk, and achieves optimal outcomes. It understands member trends by cost, quality, and utilization. It segments members for effective engagement. It monitors provider referral patterns, and leakage and steers patients/members to top performers. It tracks and manages program outcomes and RoI. It organizes clients including payer, provider, and national brokers representing over 1,000 employer groups.	1,000 plus direct and indirect clients including health plans, providers, and brokers & employer groups
Solution C	Care management	2019	It is a solution suite that includes an end-to-end care management / medical management tools to manage member outreach and engagement. It coordinates all clinical interventions and workflows, provider collaboration in care coordination, reporting, and compliance for commercial and government programs.	12+ operations and IT clients
Solution D	Risk and compliance	2019	It is a risk adjustment and quality solution that supports improved risk adjustment scores, enhances quality ratings, and helps ensure continuity of care. An easy-to-use analytics tool and flexible service model that provides actionable information in managing patient populations and related RAF scores and drives CMS revenue.	30+ operations and IT clients
Solution E	Claims management	2019	It is a customizable, paperless, subrogation case management software that offers a stand-alone subrogation solution from identification to recovery.	6+ operations and IT clients

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EGR-2022-53-R-5061 15

Research calendar

Healthcare Business Process

Published | Planned | Current release

Flagship reports	Release date
Untapped Providers' Demand Signaling Transformation at Scale: Revenue Cycle Management (RCM) Operations State of the Market Report 2022	December 2021
Intelligent Automation (IA) in Healthcare – Solutions PEAK Matrix® Assessment 2022	December 2021
Healthcare Analytics – Services PEAK Matrix® Assessment 2022	December 2021
Intelligent Automation (IA) in Healthcare – Service Provider Compendium 2022	January 2022
Healthcare Payer Operations PEAK Matrix® Assessment 2022	February 2022
Healthcare Payer Operations – Service Provider Compendium 2022	**March 2022**
The State of Healthcare Payers in the Post-COVID World: Healthcare Payer Operations State of the Market Report	Q2 2022
Healthcare Provider Medical Coding Operations – PEAK Matrix® Assessment 2022	Q2 2022
RCM Operations – Service Provider Compendium 2022	Q3 2022
Member and Patient Engagement Operations – PEAK Matrix® Assessment 2022	Q3 2022

Thematic reports	Release date
Business Process as a Service (BPaaS) in Healthcare: The Way Forward to Maximize Value and Improve Outcomes	June 2021
Technology/Digital Adoption in Revenue Cycle Management (RCM): A Tectonic Evolution	November 2021
The Next Big Healthcare Opportunity: Pharmacy Benefits Management (PBM)	Q3 2022
The Curious Case of Consolidation in RCM Solutions Landscape	Q4 2022
Decoding Payment Integrity	Q1 2023

Note: For a list of all of our published Healthcare Business Process reports, please refer to our website page.

Everest Group®
With you on the journey

Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at **www.everestgrp.com**.

Stay connected

Website
everestgrp.com

Social Media
@EverestGroup
@Everest Group
@Everest Group
@Everest Group

Blog
everestgrp.com/blog

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-647-557-3475