

# Healthcare Payer Operations PEAK Matrix® Assessment 2023

June 2023: Complimentary Abstract / Table of Contents



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- ▶ Retail and CPG Information Technology
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sustainability, portfolios

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## Background of the research

The healthcare industry is characterized by rapid changes and constant evolution, making it crucial for organizations to continuously adapt and enhance their fundamental capabilities. The increased push toward value-based care has presented various opportunities that have gained prominence, including telehealth, population data analytics, remote patient monitoring, commercial models based on risk assessment, increased investment in care management in general, and a greater emphasis on digital initiatives, particularly automation and analytics. To achieve these objectives, healthcare service providers are forging robust partnerships within ecosystems, collaborating with top third-party vendors, developing innovative technological solutions, and implementing novel approaches such as Business-Process-as-a-Service (BPaaS) and payvider solutions for service delivery.

In this research, we present an assessment and detailed profiles of 29 healthcare payer operations providers featured on the healthcare payer operations PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading healthcare payer operations providers, client reference checks, and an ongoing analysis of the healthcare payer operations market.

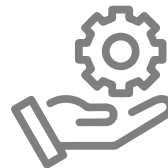
**This report includes the profiles of the following 29 leading healthcare payer BPS providers featured on the Healthcare Payer Operations PEAK Matrix® :**

- **Leaders:** Accenture, Cognizant, Conduent, EXL, Firstsource, Sagility, NTT DATA, Optum, and Wipro
- **Major Contenders:** Access Healthcare, Capgemini, Concentrix, Evolent Health, Exela Technologies, Gainwell Technologies, Genpact, HCLTech, Infosys, Mphasis, Omega Healthcare, Smart Data Solutions, Shearwater Health, Sutherland Global Services and WNS
- **Aspirants:** CGI, Hexaware, Sunknowledge Services, Vee Technologies, and Viaante

### Scope of this report



**Geography**  
Global



**Providers**  
29



**Services**  
Healthcare payer BPS

## Overview and abbreviated summary of key messages

This report uses Everest Group's proprietary PEAK Matrix® to assess and rate service providers on various dimensions of their capabilities. It also includes market share analysis of service providers and Everest Group's remarks on service providers highlighting their key strengths and development areas.

Some of the findings in this report, among others, are:

### Everest Group PEAK Matrix for healthcare payer operations

Everest Group classified 29 healthcare payer BPS providers on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework to assess the overall vision and capability and market impact of service providers

- **Leaders:** There are nine service providers in the Leaders category – Accenture, Cognizant, Conduent, EXL, Firstsource, NTT DATA, Optum, Sagility and Wipro
- **Major Contenders:** The Major Contenders category has 15 service providers – Access Healthcare, Capgemini, Concentrix, Evolent Health, Exela technologies, Gainwell Technologies, Genpact, HCLTech, Infosys, Mphasis, Omega Healthcare, Smart Data Solutions, Shearwater Health, Sutherland Global Services and WNS
- **Aspirants:** Hexaware, CGI, Sunknowledge Services, Vee technologies and Viaante are Aspirants on the PEAK Matrix® for healthcare payer operations

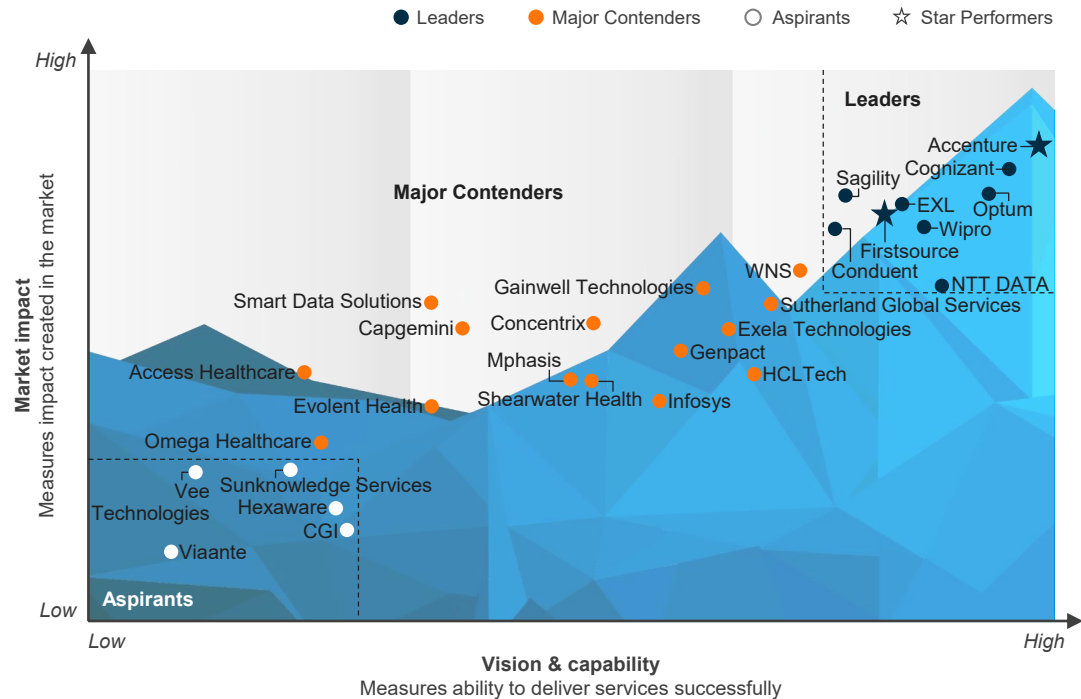
### Key insights on healthcare payer BPS market shares

- Accenture, Cognizant, Conduent, Gainwell Technologies, Optum, and Sagility together account for nearly 70% of the revenue of the healthcare payer BPS market
- Accenture, Access Healthcare, Capgemini, Concentrix, Conduent, Evolent Health, EXL, Firstsource, Genpact, HCLTech, Hexaware, Infosys, Mphasis, NTT DATA, Omega Healthcare, Optum, Sagility, Smart Data Solutions, Sutherland, and WNS further consolidated their market presence with a double-digit revenue growth
- Accenture, Gainwell Technologies, Optum, and Sagility were the highest contributors to the overall healthcare payer BPS market growth
- Cognizant and Optum together accounted for around 38% of all the clients in the healthcare payer BPS market
- Claims management, followed by member engagement, continues to be the largest and most competitive space. Additionally, due to the increased push toward value-based care in the ecosystem, care management has experienced significant growth followed by risk and compliance



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

Everest Group Healthcare Payer Operations PEAK Matrix® Assessment 2023<sup>1,2</sup>



1 Assessment for Capgemini, CGI, Concentrix, Evolent Health, Gainwell Technologies, HCLTech, Hexaware, Omega Healthcare, Sunknowledge Services and Vee Technologies 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 service providers who participated in two consecutive PEAK Matrix® assessments (2022 and 2023) have been considered for Star Performers rating

Source: Everest Group (2023)

Capability assessment

Illustrative example

Measure of capability: 🟡 Low ● High

Providers	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	🟡	🟡	●	●	●	🟡	●	●	●
Provider 2	🟡	🟡	●	●	🟡	🟡	●	●	●
Provider 3	🟡	●	●	●	●	🟡	●	●	●
Provider 4	🟡	🟡	●	●	●	🟡	●	●	●
Provider 5	●	●	●	●	●	●	●	●	●
Provider 6	●	🟡	●	●	●	🟡	●	●	●
Provider 7	●	🟡	●	●	●	●	●	●	●
Provider 8	●	🟡	●	●	●	🟡	●	●	●
Provider 9	🟡	●	●	●	●	🟡	●	●	●

Everest Group's remarks on providers

Illustrative example

Measure of capability: 🟡 Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
●	●	●	●	●	●	●	●	●

**Strengths**

- Provider 1 has ventured into LoB diversification by expanding to the government-sponsored market, thus making it a strong contender for clients looking for holistic support
- It also leverages multiple advanced analytical solutions in combination with a cloud-based enterprise data warehouse solution to provide insights on services including MCO performance, ED utilization, network evaluation, and analytics

**Limitations**

- Provider 1 has little to no investments in the growing demand area of risk and compliance and care management, hindering it from offering end-to-end services to clients
- It was among one of the few players who achieved lower growth in its healthcare payer operations due to losing out on some of its clients



# Research calendar

## Healthcare Business Process

Published
  Planned
  Current release

Reports title	Release date
Medical Coding Operations PEAK Matrix® Assessment 2023	October 2022
Healthcare Customer Experience Management in North America – PEAK Matrix® Assessment 2023	November 2022
Healthcare Customer Experience Management in North America – Service Provider Compendium 2023	January 2023
Medical Coding Operations – Provider Compendium 2023	January 2023
The Next Big Healthcare Opportunity: Pharmacy Benefits Management (PBM)	February 2023
Navigating the Medicaid Market: Key Themes Riding the Next Wave of Growth	March 2023
Revenue Cycle Management (RCM) Trailblazers	March 2023
Dawn of the Metaverse in Healthcare	April 2023
Healthcare Data and Analytics Services PEAK Matrix® Assessment 2023	May 2023
<b>Healthcare Payer Operations PEAK Matrix® Assessment 2023</b>	<b>June 2023</b>
Revenue Cycle Management (RCM) Operations PEAK Matrix® Assessment 2023	Q2 2023
Clinical and Care Management Operations PEAK Matrix® Assessment 2023	Q3 2022
Healthcare Data and Analytics Services – Provider Compendium 2023	Q3 2023
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