Everest Group®

Everest Group PEAK MATRIX®

Healthcare Business Process

Clinical and Care Management Operations – Services PEAK Matrix® Assessment 2023

July 2023: Complimentary Abstract / Table of Contents

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Introduction

With the growing cost of healthcare services and an observable gap in quality of care provided in the traditional fee-for-service models, value-based care models have gained significant traction in the market. Keeping this in mind, the Centers for Medicare and Medicaid Services (CMS) has planned for increased adoption of value-based care via transferring all Medicare fee-for-service beneficiaries into a care relationship with accountability for quality and reduction in the total cost of care by 2030. While alternate care delivery models, such as home-based care and virtual care, were brought on due to the onset of the pandemic, it is increasingly being utilized by enterprises to improve continuity of care, reduce costs, and drive value for its member/patient base. However, with a growing push toward value-based care and improving overall population health, further technological investments are required from both payer and provider perspectives for integrated care management and effective utilization management. Service providers can fulfill enterprises' clinical and care management operations requirements by delivering clinical services from cost-effective locations and deploying advanced technology solutions built on a foundation of clinical, claims, and Social Determinants of Health (SDoH) data for personalized care programs and engagement.

In this research, we present an assessment and detailed profiles of 15 service providers featured on the clinical and care management operations PEAK Matrix®. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading healthcare providers, client reference checks, and an ongoing analysis of the healthcare BPS market.

This report includes the profiles of the following 15 leading healthcare providers featured on the Clinical and Care Management Operations - Services PEAK Matrix:

- **Leaders:** Accenture, Cognizant, EXL, Optum, and Shearwater Health
- **Major Contenders:** CareCentrix, Carenet Health, eviCore, Evolent Health, Sagility, Teleperformance, and WNS
- **Aspirants:** Health Dialog, Kepro, and Wipro

Scope of this report

Geography
Global

Providers
15

Services
Clinical and care management operations

Overview and abbreviated summary of key messages

Everest Group PEAK Matrix® is a proprietary framework for the assessment of relative market impact and vision & capability. Everest Group classifies 15 service providers on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants. This report examines the clinical and care management BPS service provider landscape and provides analysis of their key strengths and limitations. It also identifies the key implications of the research findings and sourcing considerations for enterprises.

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

Everest Group PEAK Matrix® for Clinical and Care Management Operations

Everest Group classified 15 clinical and care management service 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 providers:
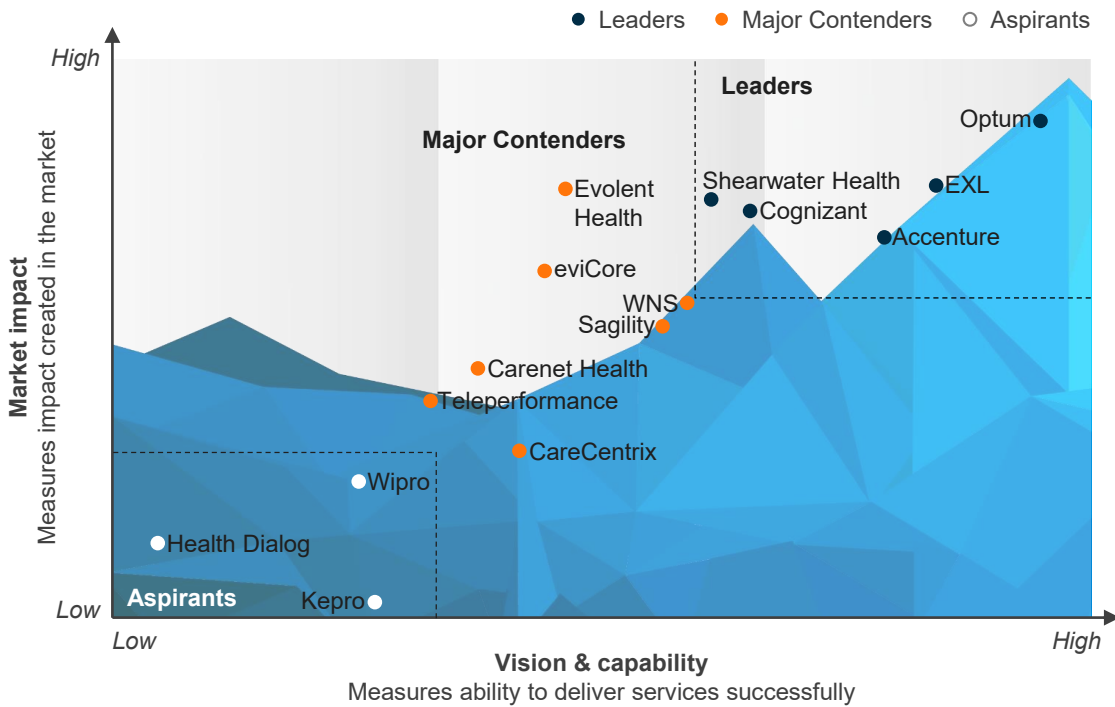
- **Leaders:** There are five service providers in the Leaders category – Accenture, Cognizant, EXL, Shearwater Health, and Optum
- **Major Contenders:** The Major Contenders category has seven service providers – CareCentrix, Carenet Health, eviCore, Evolent Health, Sagility, Teleperformance, and WNS
- **Aspirants:** Health Dialog, Kepro, and Wipro are Aspirants on the PEAK Matrix®

Key insights on Clinical and Care Management Operations providers' market shares

- Specialty-based utilization management specialists, such as Evolent Health and eviCore, along with healthcare-centric provider Optum, occupy the lion's share in terms of revenue
- Among large providers, Optum and Evolent Health continued their impressive growth with a strong foothold in the market, while smaller players in the CCM space such as Wipro and Health Dialog registered high growth and increasing their market presence

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

Clinical and Care Management Operations – Services PEAK Matrix® Assessment 2023[1,2]

Illustrative example

● Leaders　● Major Contenders　○ Aspirants

High

Market impact — Measures impact created in the market

Leaders

Major Contenders

Optum ●

● Evolent Health

Shearwater Health ●

● Cognizant — EXL ●

● eviCore

Accenture ●

WNS ●
Sagility ●

● Carenet Health

Teleperformance ●

● CareCentrix

○ Wipro

○ Health Dialog

Aspirants

Kepro ○

Low

Low — **Vision & capability** — High
Measures ability to deliver services successfully

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

XYZ has a suite of technology offerings including point and end-to-end solutions spanning utilization management, personalized care management, risk adjustment, clinical decision-making – leveraging AI, and advance analytics - that are designed to reduce administrative workload whilst providing insights to enhance quality of care

Limitations

XYZ's field of play in CCM is largely skewed towards utilization management and its presence in the growing segments, such as care coordination and population data management and analytics, is limited in comparison to its peers

1　Assessments for CareCentrix, Carenet Health, eviCore, Evolent Health, Health Dialog, and Kepro excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers

2　Analysis for Kepro is based on capabilities before its merger with CNSI

Source: Everest Group (2023)

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Research calendar
Healthcare Business Process

Reports title	Release date
Healthcare Customer Experience Management (CXM) Services in North America – Provider Compendium 2023	January 2023
Pharmacy Benefits Management (PBM): The Next Big Healthcare Opportunity	January 2023
Revenue Cycle Management (RCM) Trailblazers	March 2023
Navigating the Medicaid Market: Key Themes Riding the Next Wave of Growth	March 2023
Dawn of the Metaverse in Healthcare	March 2023
Healthcare Data and Analytics Services PEAK Matrix® Assessment 2023	May 2023
Generative AI: The New Age of Artificial Intelligence	May 2023
Healthcare Payer Operations PEAK Matrix® Assessment 2023	June 2023
Revenue Cycle Management (RCM) Operations PEAK Matrix® Assessment 2023	June 2023
Clinical and Care Management Operations – Services PEAK Matrix® Assessment 2023	**July 2023**
Care Management of the Future	Q3 2023
Healthcare Payer Operations Services – Provider Compendium 2023	Q3 2023
Clinical and Care Management (CCM) Operations – Provider Compendium 2023	Q4 2023
Clinical and Care Management (CCM) – State of the Market 2023	Q4 2023
Payment Integrity (PI) Solutions PEAK Matrix® Assessment 2023	Q4 2023

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