

Healthcare Payer Operations – Provider Compendium 2023

September 2023: Complimentary Abstract / Table of Contents



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- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
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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 Assessment 2023](#):

- **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

Everest Group’s Healthcare Payer Operation – Provider Compendium 2023 provides accurate, comprehensive, and fact-based snapshots of 29 healthcare payer operations service providers. The compendium will enable providers to benchmark their capabilities against their competitors, while buyers of healthcare payer operations services will be able to assess the providers based on their desired set of capabilities.

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

Healthcare Payer Operations service provider landscape and PEAK Matrix® Assessment

Everest Group positioned 29 healthcare payer operations service providers on their proprietary PEAK Matrix® Assessment framework as:

- **Leaders:** Accenture, Cognizant, Conduent, EXL, Firstsource, NTT DATA, Optum, Sagility 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, Sunknowledge Service, Vee technologies and Viaante are Aspirants on the PEAK Matrix for healthcare payer operations

Profiles of service providers

- The report provides an overview of each provider and outlines their key capabilities in the healthcare payer operations services marketplace
- It offers insights on provider client base, revenue base, FTE base, revenue and FTE split by various parameters, key clients, proprietary solutions, recent developments and key delivery locations
- It highlights the providers’ key strengths and limitations

The Healthcare Payer Operations – Provider Compendium 2023 has 29 provider profiles

Healthcare Payer Operations – Provider Compendium 2023

Provider 1 profile (page 1 of 4)

Overview

Company overview
 Provider's vision is to enable its payer accounts to move toward v new business models, and better care coordination infrastructure ancillary BPM and KPM support services across the payer specth to clients.

Headquarters: Website: [www](#)

Key leaders

- Leader 1, Chairman
- Leader 2, Chief Executive Officer and Managing Director
- Leader 3, Chief Operating Officer

Suite of services

- Product development
- Member engagement
- Network management
- Claims man
- Risk and cor

Healthcare payer operations	2020 ¹	2
Revenue (US\$ million)		1
Number of FTEs	Not available	65
Number of clients		

1 12 months ending December 31 of any particular year, i.e., from Janu

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Healthcare Payer Operations – Provider Compendium 2023

Provider 1 profile (page 2 of 4)

Capabilities and key clients

Mix by segment	Number of FTEs	Revenue
100% = 700-750		
Not available		

Key healthcare payer operations engagements

Client name	Process
	Not ava

1 Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billio

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Healthcare Payer Operations – Provider Compendium 2023

Provider 1 profile (page 3 of 4)

Technology solutions/tools

Solution	Processes served
Solution 1	N/A
Solution 2	Claims management
Solution 3	Member engagement and care management

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Provider 1 profile (page 4 of 4)

Everest Group assessment – Aspirant

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 a decent presence in pureplay back-office payer operations including claims, member, and network management services. It focuses on process improvement and cost reduction across claims conversion, adjudication, credentialing, and enrollment and eligibility services
- As part of its talent management strategy, it leverages strong relationships and tie-ups with educational institutes to ensure a constant talent pool

Limitations

- Provider 1 currently lacks capabilities in the emerging area of care management, which is a critical focus area for health plans
- The service provider has a smaller scale of payer operations vis-à-vis its peer group. This affects its credentials in deals that require larger headcounts
- Provider 1 has limited strategic partnerships with third-party vendors, leading to limited modularity and flexibility in its offerings
- There are limited case studies to showcase its technological prowess, which makes it difficult for the organization to compete in technology-heavy operations deals

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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
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 PEAK Matrix® Assessment 2023	July 2023
Healthcare Data and Analytics Services – Provider Compendium 2023	August 2023
Healthcare Payer Operations – Provider Compendium 2023	September 2023
Revenue Cycle Management (RCM) Operations – Provider Compendium 2023	Q4 2023

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