Healthcare Payer Operations – Provider Compendium 2023

September 2023: Complimentary Abstract / Table of Contents

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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 benchmarks 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

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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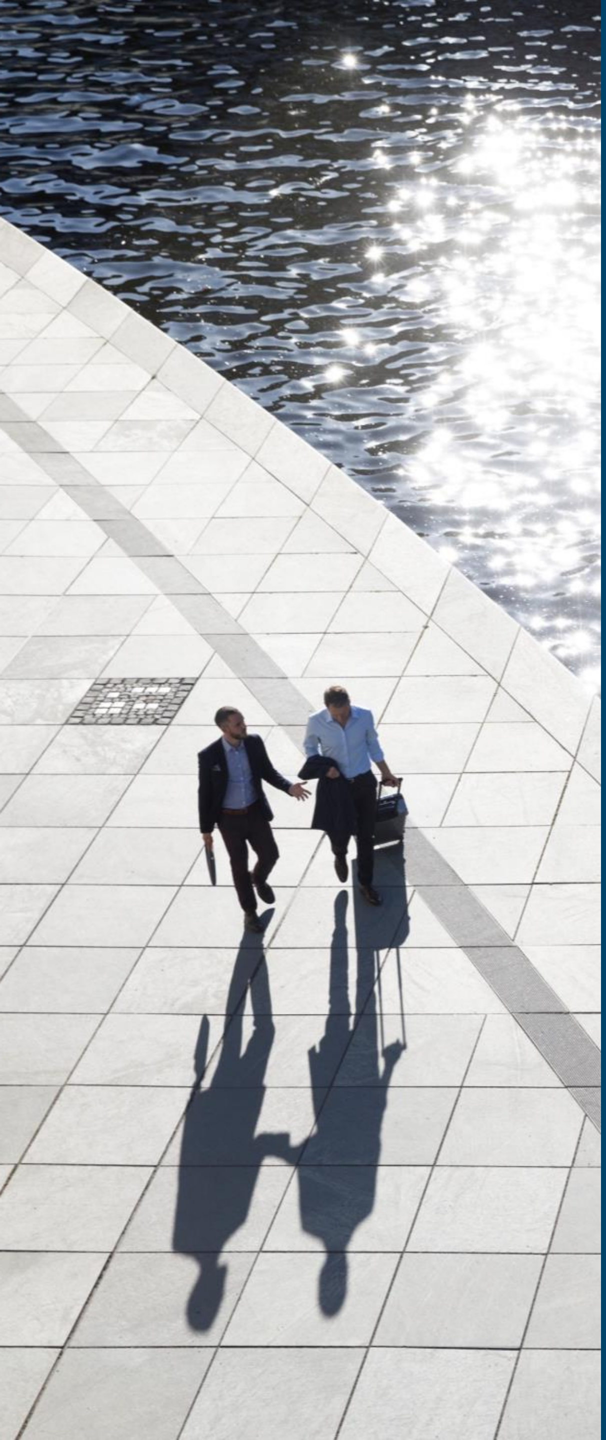

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