



# Care Management Platforms PEAK Matrix<sup>®</sup> Assessment 2024

June 2024: Complimentary Abstract / Table of Contents

**PEAK**  
MATRIX<sup>®</sup>

Payer and Provider Information Technology

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- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
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## Background of research

Care management has always been a cornerstone of healthcare, ensuring that patients receive coordinated, efficient, and personalized care. Traditionally, healthcare stakeholders such as physicians, clinicians, nurses, social workers, and family members, have served as care managers, orchestrating care plans, facilitating communication among providers, and ensuring adherence to treatment regimens. In the post-COVID era, the landscape of care management is being transformed by technology and next-generation innovations such as generative AI. Advanced data analytics, telemedicine, and Electronic Health Records (EHRs) have enhanced the precision and accessibility of care management, while generative AI is being used to predict patient needs, personalize treatment plans, and automate administrative tasks.

Among these developments, care management platforms have emerged as crucial tools in enhancing the delivery of healthcare services. The adoption of care management platforms is driven by several key factors, including the imperative to reduce healthcare costs, the shift toward value-based care models, and the rising demand for patient-centered care. As the healthcare landscape continues to evolve, these platforms are expected to play a pivotal role in transforming the delivery and management of care. Additionally, the current landscape emphasizes the integration of advanced technologies such as Artificial

Intelligence and Machine Learning (AI and ML) to enhance predictive analytics and patient outcomes. Regulatory pressures and the need for interoperability among diverse healthcare systems further propel the adoption of these platforms, establishing them as indispensable tools.

In this research, we present an assessment of 20 care management platform providers featured on the Care Management Platform PEAK Matrix®. The assessment is based on Everest Group's annual Request for Information (RFI) process for the calendar year 2023, interactions with leading healthcare care management platform providers, client reference checks, and an ongoing analysis of the care management market.

**This report includes the profiles of the following 20 leading care management platform providers featured on the Care Management Platforms PEAK Matrix:**

- **Leaders:** Cognizant, Salesforce, and ZeOmega
- **Major Contenders:** Buddy Healthcare, CareCloud, Datos Health, EPIC, HealthEdge, Innovaccer, Lightbeam Health Solutions, MHK, Microsoft, Optum, Oracle, Pegasystems, VirtualHealth, and Zyter|truCare
- **Aspirants:** Health Catalyst, Luma Health, and Meddecision

### Scope of this report

**Geography:** global

**Industry:** market activity and investments of 20 leading care management platform providers; healthcare

**Domain:** care management

**Use cases:** twenty enterprises in the care management space

# Overview and abbreviated summary of key messages

The report examines the care management platform provider landscape and its impact on the healthcare market. It focuses on care management platform provider position and growth in the healthcare market, changing dynamics and emerging trends, and assessment of platform providers delivery capabilities.

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

### Emerging enterprise trends

- Enterprises are increasingly looking for plug-and pay functionality, user-friendly UI/UX and automation of manual processes
- Population health management and disease management are the most adopted use cases by healthcare enterprises
- The need for smooth integration of data from multiple sources such as EHRs, SDoH, and wearables coupled with analytics to provide actionable insights and timely interventions are the some of the challenges faced by enterprises in enabling best-in-class care management

### Emerging platform providers trends

- Care management platform provider landscape is constantly evolving as a broad rang of providers such as BigTechs, health technology organizations, nice care management providers, industry-agnostic platform providers as well as enterprise platform providers are emerging in this space
- While the platform providers are majorly focusing on aggregating and unifying data from multiple sources, an emphasis on reinforcing security in data collection is also observed

### Platform provider capabilities

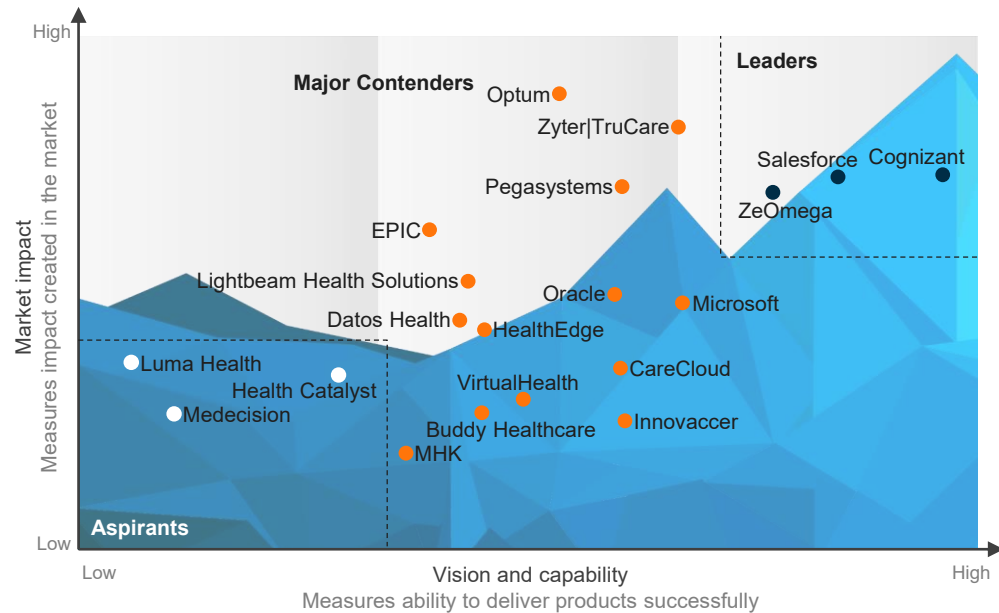
- Care management platforms can be categorized into Leaders, Major Contenders, and Aspirants on a capability-market-share matrix
- Cognizant, Salesforce, and ZeOmega are the current Leaders in the care management platforms market

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

## Everest Group PEAK Matrix® Assessment 2024

### Everest Group Care Management Platforms PEAK Matrix® Assessment 2024<sup>1</sup>

● Leaders ● Major Contenders ○ Aspirants



<sup>1</sup> Assessments for Buddy Healthcare, CareCloud, EPIC, HealthEdge, Health Catalyst, Innovaccer, Lightbeam Health Solutions, Luma Health, Medecision, MHK, Microsoft, Oracle, Pegasystems, and VirtualHealth excludes platform provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with care management healthcare buyers  
Source: Everest Group (2024)

## Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Provider 1	●	●	●	●	●	●	●	●	●	●
Provider 2	●	○	●	●	●	○	●	○	○	●
Provider 3	●	●	●	●	●	●	●	●	●	●
Provider 4	○	○	●	●	○	○	●	●	○	●
Provider 5	●	●	●	●	●	●	●	●	●	●
Provider 6	○	○	●	○	○	○	○	○	○	○

## Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision and capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
○	●	●	●	●	○	○	○	○	●

### Strengths

- Provider 1, has a care management platform, X, which unlocks various use cases in the care management space such as utilization management, population health management and care outcomes improvements
- Clients identify the cultivating of good client relations and adhering to project timelines as the key strengths of Provider 1

### Limitations

- Provider 1 has good breadth of services, but can enhance its client portfolio by unlocking more use cases that cater to the provider segment such as using predictive analytics for mental health
- It should try to expand into larger multi-country deals and also scout for engagements in markets other than North America to strengthen its presence in the region



# Research calendar

## Payer and Provider Information Technology

	Published	Current release	Planned
Reports title	Release date		
Rising adoption of Home-based Healthcare Solutions			September 2023
Patient Engagement Platforms PEAK Matrix® Assessment 2023			October 2023
Revenue Cycle Management (RCM) Platforms PEAK Matrix® Assessment 2023			November 2023
Transforming Healthcare through Generative AI: A Game-changing Impact			December 2023
Healthcare Payer Digital Services PEAK Matrix® Assessment 2023			December 2023
Importance of IT Security Amid Evolving Care Models in Healthcare and Life Sciences			February 2024
Healthcare Payer Digital Services – Provider Compendium 2024			March 2024
Member Engagement Trailblazers			April 2024
Revenue Cycle Management (RCM) Platforms – Provider Compendium 2024			April 2024
Healthcare Patient Engagement Platforms – Provider Compendium 2024			April 2024
Role of Analytics in Claims Management			June 2024
<a href="#">Care Management Platforms PEAK Matrix® Assessment 2024</a>			June 2024
Healthcare Industry Cloud Services PEAK Matrix® Assessment 2024			Q2 2024
Patient and Member Engagement Technology			Q3 2024
Care Management Platforms – Provider Profile Compendium 2024			Q3 2024
Patient and Member Engagement PEAK Matrix® Assessment 2024			Q4 2024

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