



Care Management Platforms – Provider Compendium 2024

September 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Payer and Provider Information Technology



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- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
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- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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Contents

| | | | |
|----|----------------------------------|----|-------------------|
| 4 | Introduction and overview | 42 | Medecision |
| 5 | Research methodology | 45 | MHK |
| 6 | Key information on the report | 48 | Microsoft |
| 7 | Background of the research | 51 | Oracle |
| 8 | Scope of the research | 54 | Optum |
| 9 | Provider profiles | 59 | Pegasystems |
| 10 | Buddy Healthcare | 62 | Salesforce |
| 13 | CareCloud | 66 | VirtualHealth |
| 16 | Cognizant | 69 | ZeOmega |
| 20 | Datos Health | 73 | Zyter TruCare |
| 24 | Epic Systems | 77 | Appendix |
| 27 | Health Catalyst | 78 | Glossary |
| 30 | HealthEdge | 79 | Research calendar |
| 33 | Innovaccer | | |
| 36 | Lightbeam Health Solutions | | |
| 39 | Luma Health | | |

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Background of the 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-19 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 report, we present an assessment and detailed profiles of 20 care management platform providers. 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:

Buddy Healthcare, CareCloud, Cognizant, Datos Health, Epic Systems, Health Catalyst, HealthEdge, Innovaccer, Lightbeam Health Solutions, Luma Health, Meddecision, MHK, Microsoft, Oracle, Optum, Pegasystems, Salesforce, VirtualHealth, ZeOmega, and Zyter|TruCare

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 electronic health records, social determinants of health, 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

The care management platforms – provider compendium report covers detailed profile of 20 vendors

Care Management Platforms – Provider Compendium 2024 | 1

Provider 1 profile (page 1 of 3)

Overview

Vision for care management platforms
 Provider 1's vision for healthcare involves utilizing its range of solutions to enhance member experiences, encourage positive behavioral shifts, and strengthen trust among payers, providers, and members.

Revenue attributed to care management products portfolio for healthcare clients (CY2023)

| | | | |
|-----------------|--------------------|---------------------|------------------|
| <US\$50 million | US\$50-100 million | US\$100-200 million | >US\$200 million |
|-----------------|--------------------|---------------------|------------------|

Key partnerships

- XYZ
- XYZ
- XYZ
- XYZ

By geography

- North America
- Asia Pacific

By Line of Business

- Payer

By buyer size

- Small (annual revenue <US\$1 million)

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Care Management Platforms – Provider Compendium 2024 | 2

Provider 1 profile (page 2 of 3)

Key investments

Key care management specific investments in proprietary solutions/tools/frameworks and talent/Center of Excellence (CoE)

| solutions/tools/frameworks | Details |
|----------------------------|--|
| XYZ | It is a simple-to-operate smartphone app that assists patients in navigating their care path. |
| XYZ | It is a patient-centric care coordination and engagement smartphone application that helps patients manage their care. |

Other key care management-specific investments in acquisitions, joint ventures (JVs), and partnerships (such as SI, consulting, etc.)

| Partnerships/alliances/acquisitions/JVs | Details |
|---|---|
| Partnership | It partnered with XYZ Hospital to standardize patient care coordination across all XYZ Hospital Artery Disease (CAD) follow-up and remote care. |
| Partnership | Partnered with XYZ on a digital preoperative route, allowing orthopedic patients to complete maximum use of outpatient clinic and theater time. |

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Care Management Platforms – Provider Compendium 2024 | 3

Provider 1 profile (page 3 of 3)

Case studies

CASE STUDY 1
 Enhanced accessibility and engagement through digitized solutions on the XYZ platform

Business challenge
 The client faced the challenge of providing effective cardiac rehabilitation to heart disease patients who were unable to visit the clinic on a regular basis due to different constraints such as work commitments or geographical remoteness. Traditional therapy required patients to attend regular sessions for roughly three months, which caused accessibility and convenience issues for many people.

Solution and impact
 The client responded to this by starting a trial program that digitized and facilitated remote rehabilitation using the XYZ platform. Through a smartphone app, patients received information, prompts, and assistance, while medical staff remotely tracked their progress. This solution significantly improved service accessibility and patient engagement, with 85% of participants describing an enhanced experience. The study improved patient convenience while also providing insights into refining long-term rehabilitation methods for greater applicability.

CASE STUDY 2
 Enhanced ENT patient care efficiency with a digital coordination app, boosting satisfaction and operational speed

Business challenge
 The client aimed to improve operational efficiencies and digitize services for ENT patients. Previously, the client relied on a resource-heavy, manual care-coordination system, using printed instructions and forms, requiring extensive phone calls, and mailing multiple letters to patients. This process was time-consuming and often resulted in communication challenges between care teams and patients.

Solution and impact
 The client collaborated with XYZ to create a hospital-branded mobile app for automated care coordination and personalized patient paths. The app could send personalized, scheduled instructions and questionnaires directly to patients, improving communication and compliance. This digitized process enabled the client to manage 50% more ENT patients preoperatively, reduced phone calls by 98%, and saved over an hour of preoperative time per patient. The app received an 80% download rate and high patient satisfaction scores, significantly improving operational efficiency and patient experience.

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Research calendar

Payer and Provider Information Technology

| | Published | Current release | Planned |
|---|--------------|-----------------|--------------------------------|
| Reports title | Release date | | |
| 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 |
| Rise of Analytics in Claims Management | | | June 2024 |
| Care Management Platforms PEAK Matrix® Assessment 2024 | | | June 2024 |
| Healthcare Industry Cloud Services PEAK Matrix® Assessment 2024 | | | June 2024 |
| Healthcare Industry Cloud Services – Provider Compendium 2024 | | | September 2024 |
| Care Management Platforms – Provider Compendium 2024 | | | September 2024 |
| Patient and Member Engagement Technology | | | Q4 2024 |
| Patient and Member Engagement Platforms PEAK Matrix® Assessment 2024 | | | Q4 2024 |
| Patient and Member Engagement Platforms – Provider Compendium 2025 | | | Q1 2025 |

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