

# Payment Integrity Solutions PEAK Matrix® Assessment 2024

January 2024: Complimentary Abstract / Table of Contents



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## Introduction

The payment integrity market is undergoing dynamic transformations, marked by continual adaptations and enhancements to the fundamental capabilities within the healthcare industry. The growing emphasis on ensuring accurate and efficient payment processes has opened up avenues for various opportunities. Key trends gaining prominence include advancements in fraud detection and prevention technologies, utilization of sophisticated data analytics for claims validation, integration of Artificial Intelligence (AI) to identify irregularities, and implementation of predictive modeling to forecast potential risks. The industry is experiencing a surge in collaborations and partnerships among payment integrity solution providers, healthcare organizations, and regulatory bodies to create robust ecosystems that foster innovation. Additionally, there is a notable shift toward leveraging new-age technologies such as generative AI to enhance payment accuracy. This evolution underscores the industry's commitment to refining payment integrity practices through technological innovation and strategic collaborations.

In this research, we present an assessment and detailed profiles of 18 payment integrity solutions providers featured on the payment integrity operations PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading payment integrity solutions providers, client reference checks, and an ongoing analysis of the payment integrity solutions market.

**This report includes the profiles of the following 18 leading payment integrity solutions providers featured on the Payment Integrity Solutions PEAK Matrix®:**

- **Leaders:** Cotiviti, EXL, Gainwell Technologies, and Optum
- **Major Contenders:** ClarisHealth, Codoxo, Conduent, HealthEdge, Lyric, MedReview, MultiPlan, NTT DATA, Performant Financial Corporation, Sagility, and Zelis
- **Aspirants:** 4L Data Intelligence, Advanced Medical Strategies, and Alaffia Health

### Scope of this report



**Geography**  
Global



**Providers**  
18



**Services**  
Payment integrity

## Overview and abbreviated summary of key messages

This report uses Everest Group's proprietary PEAK Matrix® to assess and rate service providers on various dimensions of their capabilities. It also includes market share analysis of service providers and Everest Group's remarks on service providers highlighting their key strengths and development areas.

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

### Everest Group PEAK Matrix for payment integrity solutions

Everest Group classified 18 payment integrity solution 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 service providers

- **Leaders:** There are four service providers in the Leaders category – Cotiviti, EXL, Gainwell Technologies, and Optum
- **Major Contenders:** The Major Contenders category has eleven service providers – ClarisHealth, Codoxo, Conduent, HealthEdge, Lyric, MedReview, MultiPlan, NTT DATA, Performant Financial Corporation, Sagility, and Zelis
- **Aspirants:** 4L Data Intelligence, Advanced Medical Strategies, and Alaffia Health are Aspirants on the PEAK Matrix® for payment integrity solutions

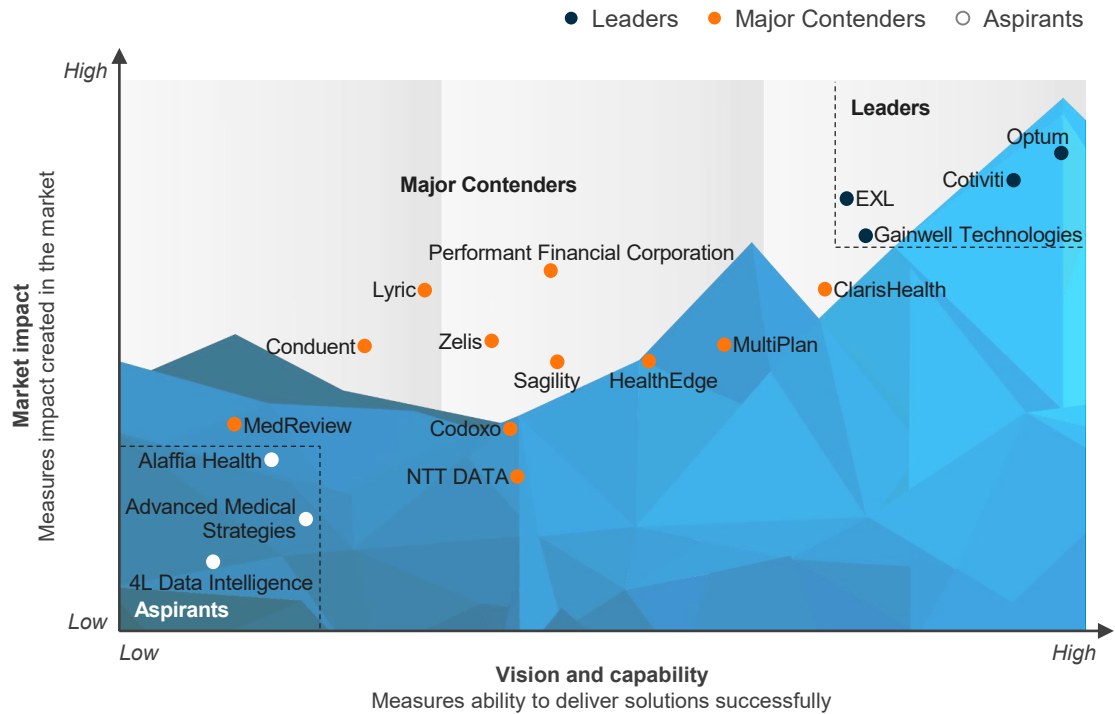
### Key insights into the market shares of payment integrity solution providers

- Cotiviti, Gainwell Technologies, and Optum together account for nearly 80% of revenue in the payment integrity solutions market
- Cotiviti and Optum were the highest contributors to the overall payment integrity solutions market growth
- Cotiviti, Optum, and Performant Financial Corporation together accounted for around 55% of all the clients in the payment integrity solutions market
- ClarisHealth, Cotiviti, MultiPlan, and Optum have a dominant presence across most of the payment integrity value chain processes
- Cotiviti, EXL, HealthEdge, and Sagility have invested significantly to incorporate generative AI into their technology workflow



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

Everest Group Payment Integrity Solutions PEAK Matrix® Assessment 2024<sup>1</sup>



1 Assessments for Advanced Medical Strategies, Cotiviti, Gainwell Technologies, HealthEdge, Lyric, MedReview, MultiPlan, Performant Financial Corporation, and Zelis excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with payment integrity solution 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	Services capability	Innovation and investments	Engagement and commercial model	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 and capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡

**Strengths**

- Provider 1 serves a diverse market segment with a broad clientele, encompassing both public and private companies, thereby demonstrating its ability to meet varied business needs
- It has established a strategic partnership with Provider 2 to introduce AI-powered payment integrity solutions to enable increased savings, and with Automonize AI, to focus on leveraging generative AI to drive efficiency and transparency within the healthcare workforce

**Limitations**

- Provider 1 predominantly offers pre-pay solutions; hence, its constrained capabilities in the coordination of benefits, subrogation, and data mining could hinder it from becoming an end-to-end player in the market
- Referenced clients have highlighted the need for Provider 1 to offer pre-payment services as an area of improvement

# Research calendar

## Payer and Provider Business Process

Published Planned Current release

Reports title	Release date
Generative AI: The New Age of Artificial Intelligence	May 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 – Services PEAK Matrix® Assessment 2023	July 2023
Healthcare Data and Analytics Services – Provider Compendium 2023	August 2023
Healthcare Payer Operations – Provider Compendium 2023	September 2023
Care Management of the Future	November 2023
Revenue Cycle Management (RCM) Operations – Provider Compendium 2023	December 2023
<b>Payment Integrity Solutions PEAK Matrix® Assessment 2024</b>	<b>January 2024</b>
The New Era of Member Engagement	Q1 2024
Clinical and Care Management (CCM) Operations – Provider Compendium 2024	Q1 2024
Healthcare Outsourcing 2024: How the Year Will Shape Up	Q1 2024
Peeking Inside Healthcare Providers' Mindset	Q1 2024
Clinical and Care Management (CCM) – State of the Market 2024	Q1 2024

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