



Everest Group Healthcare Payer Operations PEAK Matrix® Assessment 2023

Focus on Accenture
July 2023



Introduction

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® Assessment 2023](#). The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading healthcare payer operations providers, client reference checks, and an ongoing analysis of the healthcare payer operations market.

The full report includes the profiles of the following 29 leading healthcare payer BPS providers featured on the Healthcare Payer Operations PEAK Matrix® :

- **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

Everest Group Healthcare Payer Operations PEAK Matrix® characteristics

Leaders

We recognize nine providers in the Leaders category – Accenture, Cognizant, Conduent, EXL, Firstsource, NTT DATA, Optum, Sagility, and Wipro.

- Leaders have established themselves as front-runners to support healthcare payers in their end-to-end operations value chain spanning product development, member engagement, network management, care management, claims management, and risk and compliance
- These providers focus on ramping up their talent pools and technological investments to serve the increased demand for outsourcing. Talent shortages and cost pressures heightened by a growing demographic age are key reasons for this increased push in outsourcing in the healthcare payer space

Major Contenders

Fifteen providers are positioned as 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.

Major Contenders' coverage of the healthcare payer operations value chain is not as comprehensive as that of Leaders; however, they have consolidated their capabilities in specific areas of the value chain through investments in people, processes, and technologies.

Aspirants

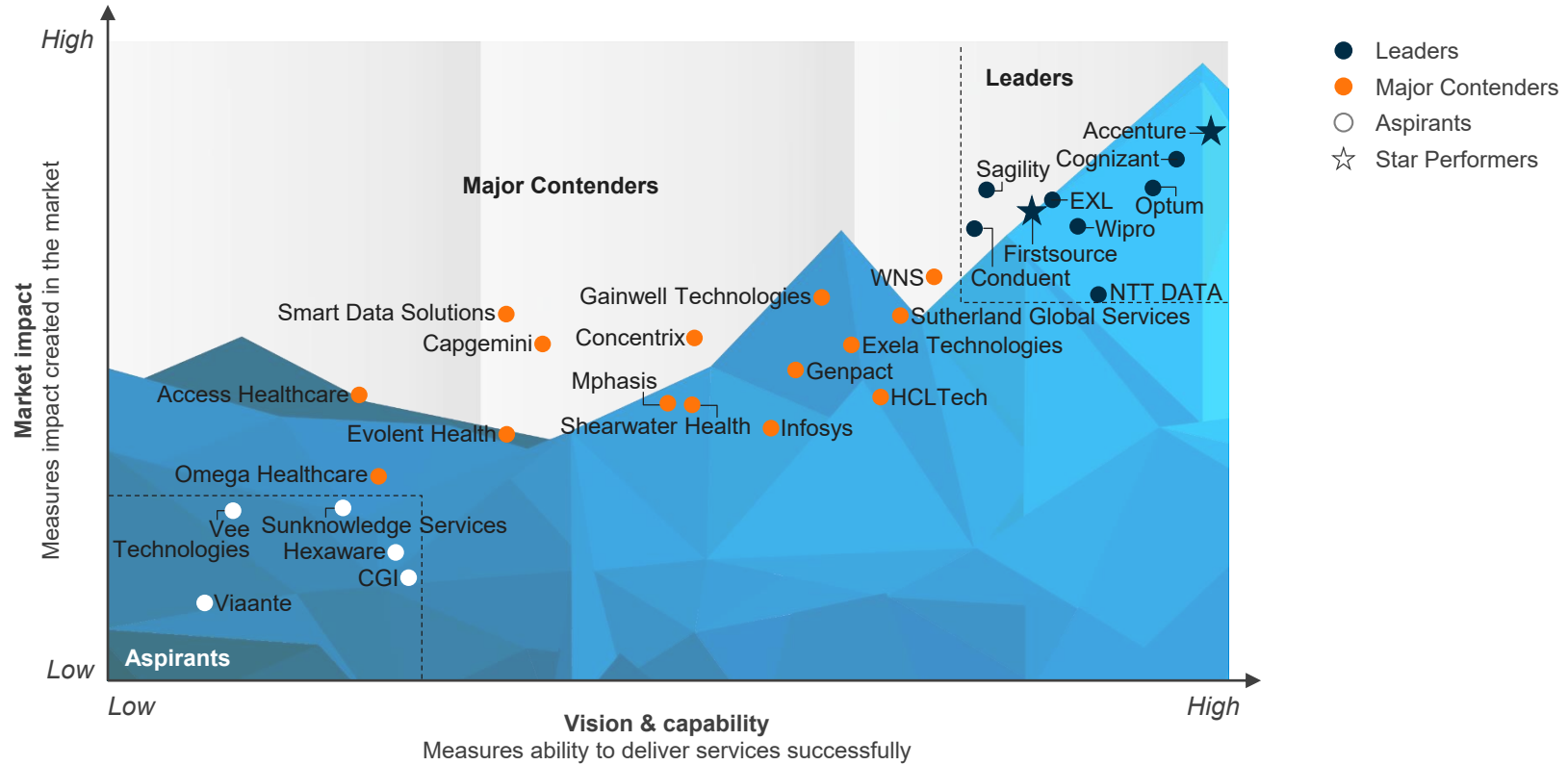
CGI, Hexaware, Sunknowledge Services, Vee Technologies, and Viaante are recognized as Aspirants on the Healthcare Payer Operations PEAK Matrix®.

- Aspirants need to build a robust partnership ecosystem to enhance their technical and domain expertise and diversify their presence across buyer segments
- Increasing their visibility among buyers by showcasing relevant case studies of serving specific buyer segments should be a focus area for Aspirants

Everest Group PEAK Matrix®

Healthcare Payer Operations PEAK Matrix® Assessment 2023 | Accenture positioned as a Leader and a Star Performer

Everest Group Healthcare Payer Operations PEAK Matrix® Assessment 2023^{1,2}



1 Assessment for Capgemini, CGI, Concentrix, Evolut Health, Gainwell Technologies, HCLTech, Hexaware, Omega Healthcare, Sunknowledge Services and Vee Technologies excludes service provider inputs on this study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of the service providers, their public disclosures, and interaction with buyers

2 The service providers who participated in two consecutive PEAK Matrix® assessments (2022 and 2023) have been considered for Star Performers rating

Source: Everest Group (2023)

Accenture profile (page 1 of 5)

Overview

Company overview

Accenture is a global professional services company that provides a range of services and solutions in strategy, consulting, digital, technology, and operations. Accenture's healthcare payer operations services include claims management, enrollment and eligibility, member services, provider network management, premium billing and payment, and regulatory compliance. It uses advanced analytics and digital technologies to streamline processes and enhance customer experiences.

Headquarters: Dublin, Ireland

Website: www.accenture.com

Key leaders

- Richard Birhanzel, Global Health Industry Network Lead
- Stephen Savas, North America Health Industry Network Lead
- Brian Christian, Health Operations Lead

Suite of services

- Product development
- Member engagement
- Network management
- Claims management
- Risk and compliance
- Care management

Healthcare payer operations	2020 ¹	2021 ¹	2022 ¹
Revenue (US\$ million)	Not disclosed		
Number of FTEs	15,000+	13,000+	15,000
Number of clients	21	24	26

¹ 12 months ending December 31 of any particular year, i.e., from January 1, YYYY to December 31, YYYY

Recent acquisitions and partnerships

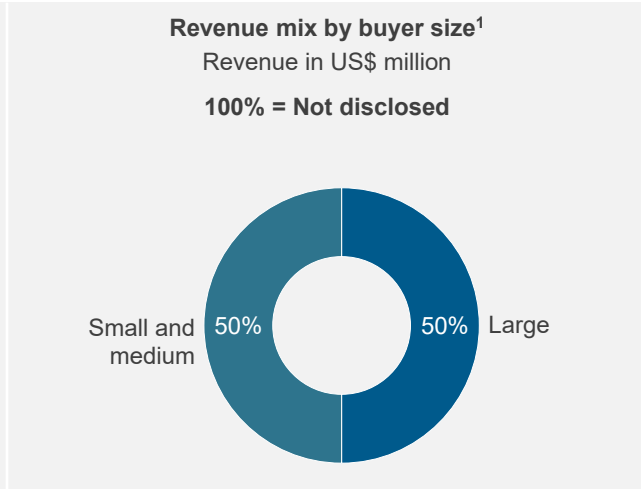
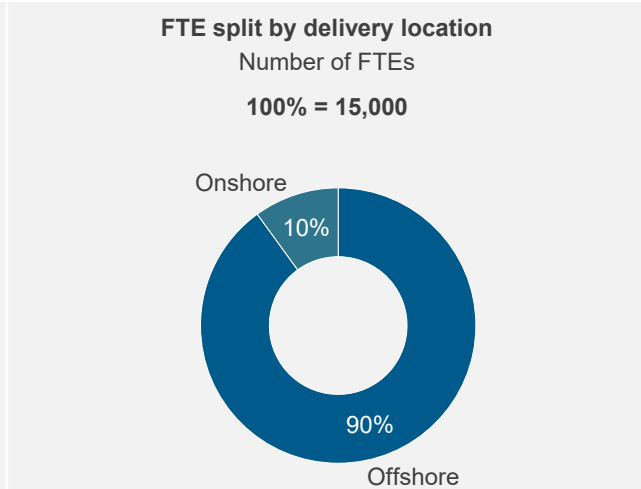
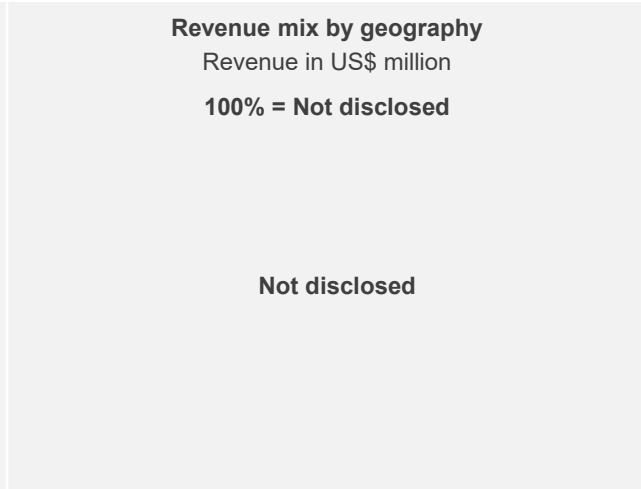
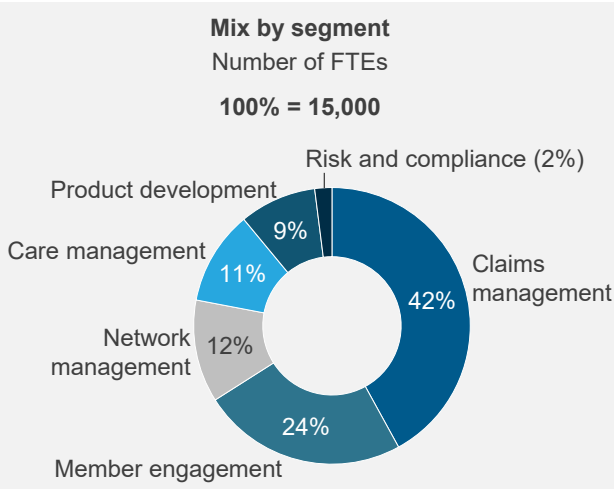
- **2022:** acquired The Beacon Group, a growth strategy consultancy firm, which provides services to Fortune 500 companies operating in various industries such as technology, aerospace, industrial, healthcare, and life sciences
- **2021:** acquired Workforce Insight, a workforce management and human capital management advisory and technology and services provider
- **2021:** acquired Gevity to bolster its health transformation service capabilities in Canada and internationally
- **2021:** acquired Umlaut, an engineering consulting and services firm with a dedicated health and life sciences practice
- **2020:** acquired OpusLine, a Paris-based health consulting company to create a dedicated health practice in France

Recent developments

- **2022:** has ongoing investments in expanding the healthcare ecosystem. Accenture is developing new accelerators by incorporating the best tools in the market for task mining, process mining (Celonis), RPA Build/Config accelerator, quality management methodology and automation, analytics, intelligent health chatbot, health record integration, healthcare provider workflow accelerators, and voice transcription for clinical use cases. Key ecosystem partners for health operations include Amazon, Google, Microsoft/Avanade, Celonis, HealthEdge, Epic, and Oracle/Corner
- **2022:** invested more than ~US\$350 million over the past five years to develop SynOps, an AI-powered automation platform, which uses data and insights to transform how work gets done. SynOps allow companies to create more specialized roles, eliminate transactional work, and offer a better employee experience, thus helping them to attract the best talent and scale innovation quickly

Accenture profile (page 2 of 5)

Capabilities and key clients



Key healthcare payer operations engagements

Client name	Processes served	Region	Client since
A regional Medicare advantage plan	Claims management	North America	2022
A Medicare advantage plan	Risk and compliance and claims management	North America	2020
A Southwest Blues Plan	Member engagement, claims management, and network management	North America	2019
A large Medicaid/Medicare plan	Member engagement and risk and compliance	North America	2019
A large state Medicaid agency	Member engagement, claims management, network management, care management, and risk and compliance	North America	2014
A regional healthcare insurance company	Claims management, network management, care management, member engagement, and product development	North America	2011
A large national health plan	Product development, member engagement, claims engagement, network management, and care management	North America	2005
A large national health plan	Claims management, network management, and member engagement	North America	2004

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

Accenture profile (page 3 of 5)

Technology solutions/tools

Solution	Processes served	Year launched	Description	No. of clients
Decision Tree Assistant	Product development, member engagement, network management, claims management, risk and compliance, and care management	2021	It is a desktop tool that guides agents through decisions step-by-step. The Decision Tree Assistant prompts agents on the appropriate next step as they perform their work. The transaction log is created for quality auditors to trace and address gaps.	<5
Virtual Agent Assist – for healthcare	Product development, member engagement, network management, claims management, risk and compliance, and care management	2021	It is an AI-powered tool that helps human agents in their work by providing suggestions for documents, responses, and expert conversations. This tool uses ML algorithms to analyze data and offer insights and recommendations to human agents, thereby increasing their efficiency and productivity.	<5
Human Health Insights	Product development, member engagement, network management, claims management, risk and compliance, and care management	2021	It is an Insights-as-a-Service (IaaS) data analytics tool that leverages Accenture's AI engine to generate personalized care insights that can provide valuable support for health insurance transformation, care delivery reinvention, humanizing the health experience, and performance optimization.	10+
ACE+ AWS for health	Member engagement, network management, and care management	2019	The collaboration of Accenture's ACE+ Virtual Agent for healthcare creates a platform that utilizes market tools and industry best practices to enable and manage virtual agent channels such as SMS, chatbots, and Alexa for the healthcare industry. It is designed to enhance the customer experience and improve overall engagement within the healthcare industry.	5+
SynOps for Health	Product development, member engagement, network management, claims management, risk and compliance, and care management	2018	It is Accenture's AI-powered automation platform that uses data and insights to create more specialized roles, eliminate transactional work, and offer a better employee experience, helping them to attract the best talent and scale innovation quickly.	All
Solutions.AI for Processing	Product development, member engagement, network management, claims management, risk and compliance, and care management	2017	It is a patented AI solution used to support health operations. The tool ingests and analyzes unstructured data, such as authorization forms, clinical documentation, and relevant documents to identify key data elements to complete healthcare transactions. Supporting data and recommendations are presented for validation to the human processor for final review and approval.	5+
Custom Automation Asset Library	Product development, member engagement, network management, claims management, risk and compliance, and care management	NA	This tool includes bots that allocate work, look-up/calculate values, create documentation from a template, provide decision support, perform internet searches, and manage workflow. It includes 800+ healthcare automation tools.	All

Accenture profile (page 4 of 5)










Key delivery locations



Accenture profile (page 5 of 5)

Everest Group assessment – Leader and Star Performer

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

- Accenture has a stronghold on core administration functions such as claims and network management. It has also expanded its support for clinical and care management processes, including clinical review audits, clinical appeals support, and case management
- Accenture has expanded its healthcare ecosystem through investments in task mining, process mining, RPA, analytics, chatbots, etc. Some of the ecosystem partners include Oracle, Microsoft, and Celonis
- The idea of bringing together different teams to offer a perspective on solving client’s problems under the One Accenture approach has worked in Accenture’s favor, allowing it to create a strong retention framework for its clients, which is further bolstered by SynOps
- Buyers have highlighted Accenture’s digital services, domain capabilities, and training of resources as key strengths. They also highlighted the proactive relationship management offered by Accenture

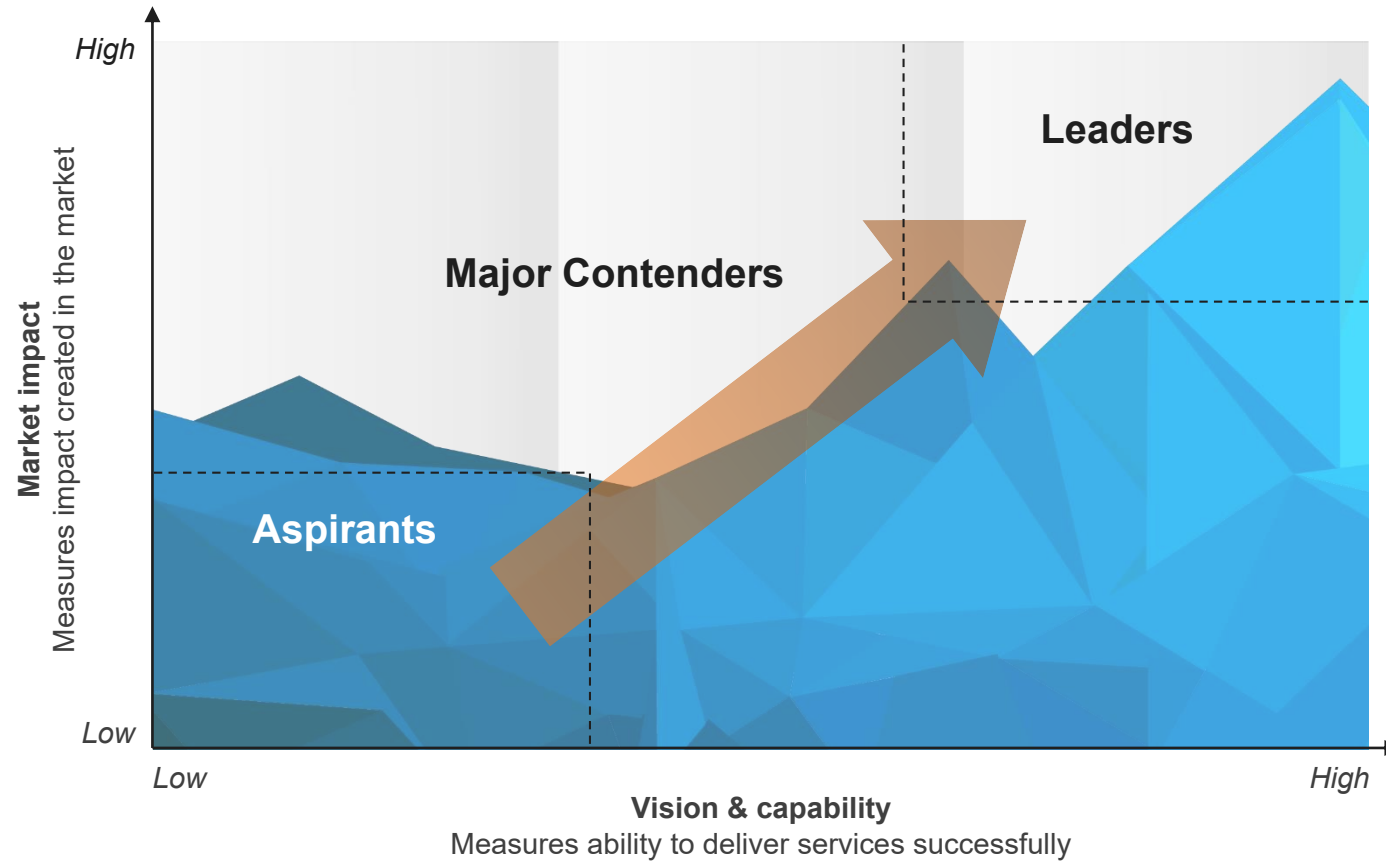
Limitations

- Risk adjustment and STAR rating support services are gaining traction in the market. Although Accenture has made investments, it is relatively behind its peers in tapping opportunities in this segment
- While Accenture is a diversified service provider, its premium pricing is an area of concern for clients. Referenced clients also expect Accenture to be more flexible during the seasons of high volume

Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

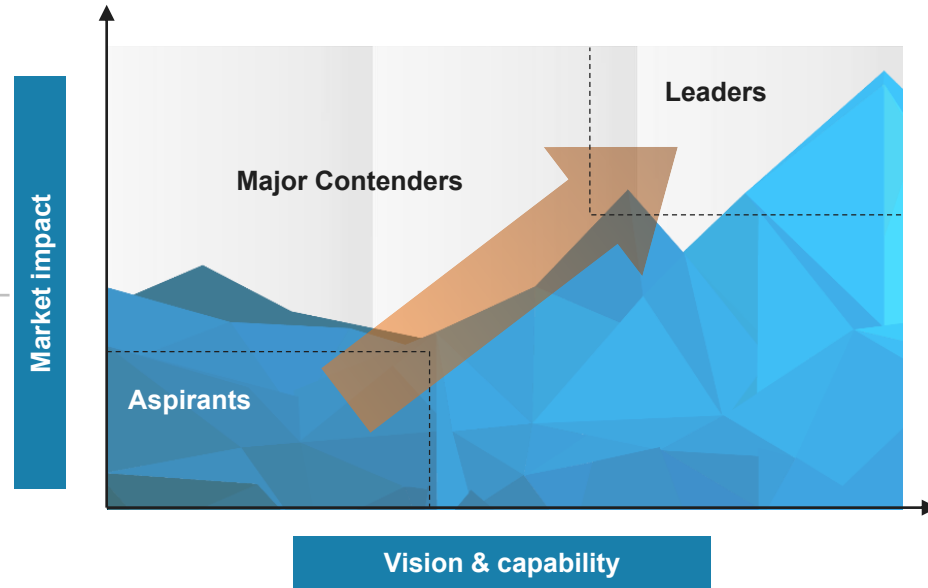
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
Number of clients, revenue base, YoY growth, and deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact



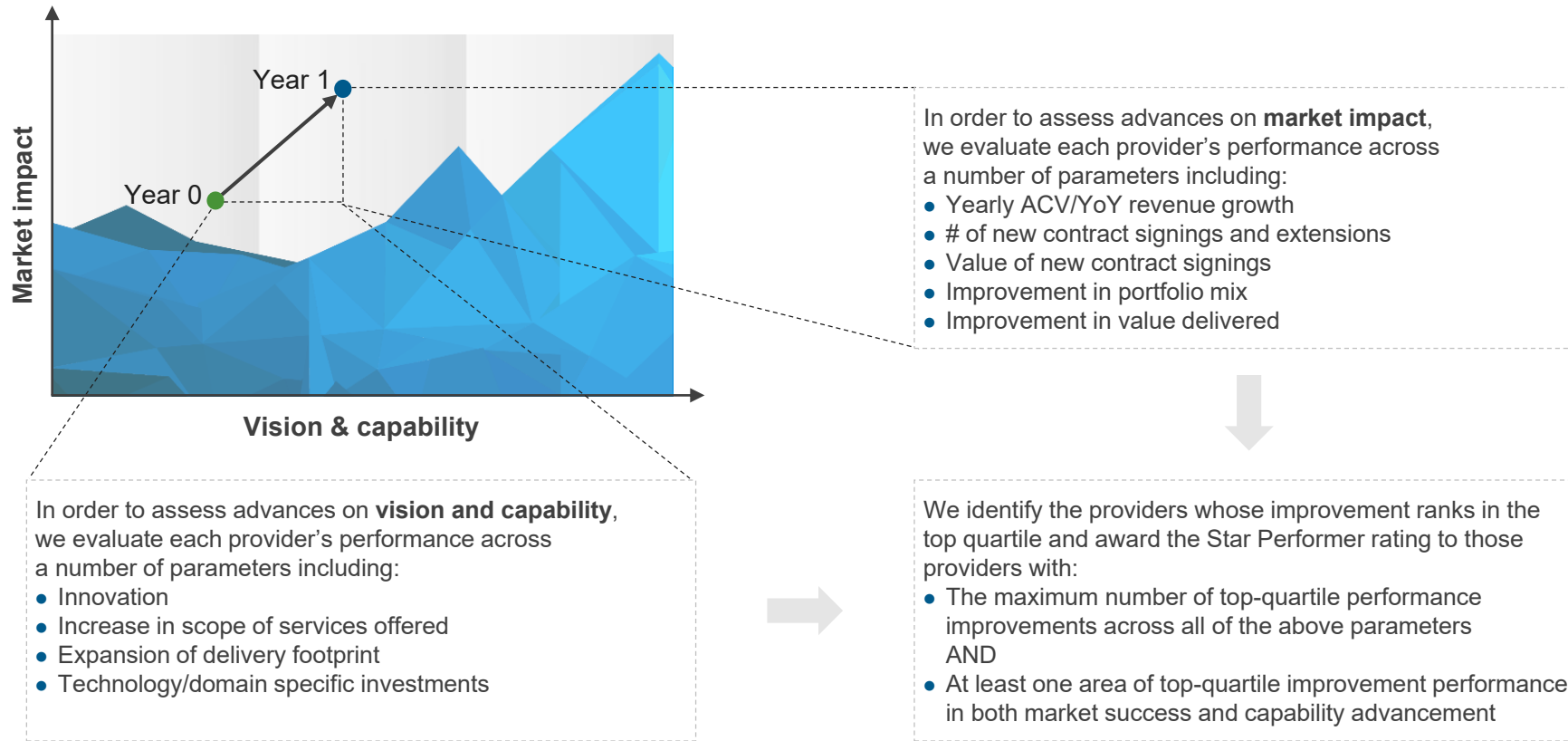
Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**
Delivery footprint and global sourcing mix

Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performers title relates to YoY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
 - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
 - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
 - Issue a press release declaring positioning; see our [citation policies](#)
 - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
 - Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or [contact us](#)

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

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