

Everest Group PEAK Matrix® for Healthcare Cloud-based Core Administration Platforms Provider 2023

Focus on TriZetto (Cognizant)
March 2023



Introduction

Core administration platforms form the backbone of health plans and payer organizations, enabling them to efficiently perform core operational and administrative functions such as benefits administration, claims processing, member enrollment, claims payment and adjustments, and product management for benefits and product lines. The legacy Core Administrative Processing Solutions (CAPS) fall short when it comes to keeping up with the rapidly evolving delivery and implementation options and IT systems integration. While these systems have generally been stable and stood the test of time for decades, they are often highly customized to the client's requirements and are hosted on-premise. This translates into high inertia when it comes to phasing these legacy solutions with modern cloud-based core administration solutions as the associated risks and efforts required are high.

However, triggered by the rapidly evolving industry compliance and regulatory requirements, challenges and opportunities for payment reform, and the emergence of value-based care, the industry is on the lookout for new vendors to partner up with.

In this research, we present an assessment of 14 healthcare core administration platform providers featured on the <u>Healthcare Cloud-based Core Administration Platforms PEAK Matrix® Assessment 2023</u>. The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading healthcare core administrative processing platform providers, client reference checks, and ongoing analysis of the US healthcare CAPS market.

The full report includes the profiles of the following 14 leading healthcare core administration platform providers featured on the Healthcare Cloud-based Core Administration Platforms PEAK Matrix:

- **Leaders:** HealthEdge and TriZetto (Cognizant)
- Major Contenders: Conduent, Evolent, Invidasys, Javelina (Mphasis), Oracle, PEGA, Plexis, RAM Technologies, and SS&C Health
- Aspirants: Advantasure, HealthAxis, and NASCO

Scope of this report









Healthcare core administration platforms PEAK Matrix® characteristics

Leaders:

HealthEdge and TriZetto (Cognizant)

- Leaders are making strategic investments to continuously enhance their healthcare core administration platform through internal IP / tools development, M&A, partnerships, etc. (e.g., TriZetto (Cognizant)'s acquisition of 10th Magnitude to enhance its cloud capabilities, and HealthEdge's investment in developing its deep-technology IP across cutting-edge technologies such as intelligent automation)
- Leaders have established themselves as front runners in offering healthcare core administration platforms for healthcare enterprises on the back of their strong vertical and technical capabilities. They also provide strong support services to assist enterprises on implementing and deploying the platform and addressing any client grievances or issues
- Leaders' healthcare core administration platform offerings provide comprehensive coverage across healthcare core administration value chain areas product development, policy servicing, provider and contract management, and claims administration. They also provide an extensive coverage beyond the core value chain areas such as care management, payment integrity, and provider credentialing across all the lines of business (such as Medicaid, Medicare, and Commercial)

Major Contenders:

Conduent, Evolent, HealthAxis, Invidasys, Javelina (Mphasis), Oracle, PEGA, Plexis, RAM Technologies and SS&C Health

- The market portfolio of Major Contenders is not as comprehensive as compared to Leaders in platform coverage and line of business presence
- Major Contenders are trying to bridge the gap between themselves and the Leaders by leveraging new-generation technologies to build solutions around them and engaging in strategic partnership constructs to increase their market impact and clientele

Aspirants:

Advantasure and NASCO

- Aspirants should look to enhance their product offerings around areas such as product development and provider and contract management to provide an end-to-end core administration platform for healthcare clients
- Aspirants should look to augment their technological capabilities that are being leveraged via platforms such as intelligent automation and advanced analytics and strengthen their partnership ecosystem to increase their platform capabilities and value proposition

Everest Group PEAK Matrix®



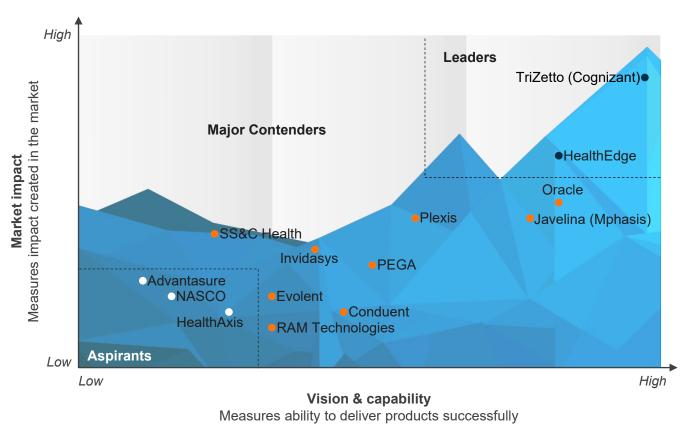
Leaders

Aspirants

Major Contenders

Healthcare Cloud-based Core Administration Platforms PEAK Matrix® Assessment 2023 | TriZetto (Cognizant) positioned as Leader

Everest Group Healthcare Cloud-based Core Administration Platforms PEAK Matrix® Assessment 20231



¹ Assessments for Advantasure, Conduent, Evolent, HealthAxis, HealthEdge, NASCO, PEGA, Oracle, RAM Technologies and SS&C Health excludes platform vendors inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers

Source: Everest Group (2023)



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TriZetto (Cognizant) | healthcare cloud-based core administration platforms profile (page 1 of 4) Overview

Company mission/vision statement

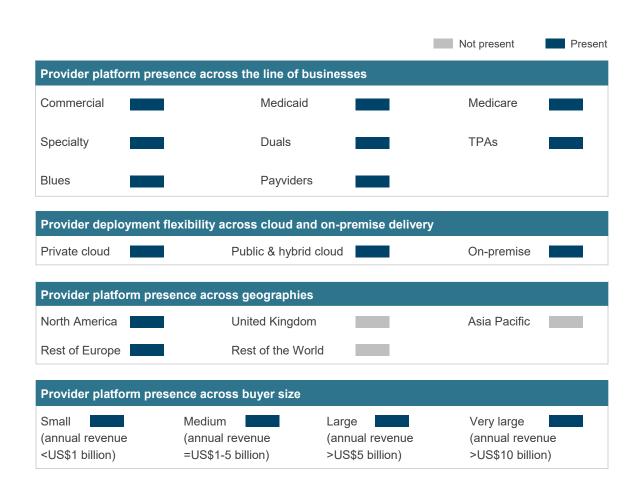
Cognizant's mission is to engineer products to enable connections and collaborative insights to improve healthcare outcomes. For its core administrative solution, its vision is to strengthen its clients' market position for all lines of business by providing core administrative capabilities, fueled by innovative technologies in software design and architecture. Cognizant enables client entry into new markets and leverages rich data sources for providing insights and improving outcomes.

Overview of the client base

Cognizant serves more than 225 health plans across multiple lines of business and includes large national payers, regional multi-state players, single-state, and specialty payers. Clients also include TPAs, PBMs, a leading healthcare company, a leading US-based retail pharmacy and PBM, a US-based healthcare system, a major healthcare provider, and single and multi state Blue Cross and Blue Shield plans.

Key partnerships

- Amazon Web Services (AWS)
- Oracle Cloud Infrastructure (OCI)
- Microsoft Azure
- Informatica
- Redhat/OpenShift



TriZetto (Cognizant) | healthcare cloud-based core administration platforms profile (page 2 of 4) Offerings

NOT EXHAUSTIVE

Proprietary healthcare customer ex	perience products (representative list)
Product	Details
Facets [®] and QNXT™	Facets [®] and QNXT [™] contain provider credentialing capabilities within their respective core systems. Cognizant has a provider credentialing solution under development that will be integrated to both QNXT and Facets, while also allowing integration to other core administration systems.
TriZetto [®] QicLink™	QicLink™ is a core administration system that is designed to support third-party administration of self-funded plans, thus maximizing efficiencies through automation; and enabling seamless transactions between providers, members, and plans; delivering affordable, integrated access to innovative vendor solutions.
TriZetto [®] NetworX Suite [®]	NetworX Pricer [®] , NetworX Modeler [®] , and NetworX Payment Bundling Administration automate claims pricing to increase the speed, accuracy, and efficiency of provider contract administration, support health plans in their compliance efforts with Medicare and Medicaid reimbursement standards, model provider contracts, and help manage the cost and quality of care through innovative reimbursement programs
TriZetto [®] Touchless Authorization Processing (TTAP)	TriZetto® Touchless Authorization Processing (TTAP) is a solution that automates the prior authorization process, enabling greater cost and time savings than alternative solutions. The cloud-based Software-as-a-Service (SaaS) application is accessed directly from provider's desktops, automating all authorization functions in real time.
TriZetto [®] Connected Interoperability Solution	TriZetto® Connected Interoperability Solution supports compliance and delivers secure, on-demand data access with modular SaaS-delivered products that standardize and normalize data, orchestrating it across systems and enabling authorized sharing through Application Programming Interfaces (APIs).
TriZetto [®] Elements	TriZetto® Elements is an end-to-end solution that supports the complex and strategic business requirements of government-sponsored health plans. Elements include solutions across enrollment and reconciliation, government and CMS data submission, and risk adjustment, which help health plans drive success and increase profitability for Medicare advantage, managed Medicaid, and commercial exchange programs.
TriZetto Claims Data Manager	TriZetto Claims Data Manager is a solution that enhances revenue and helps Medicare Advantage Plans achieve compliance by ensuring proper RAPS submission to CMS and lowering rejection rates.
TriZetto [®] Claimsphere [®]	TriZetto® Claimsphere® is a solution that helps healthcare organizations get a deeper understanding of their populations, deliver better care, reduce costs, and allows clients to decode patient-specific clinical events across disparate data sources and use patient data to identify key issues impacting the scores.
TriZetto [®] CareAdvance [®]	The TriZetto CareAdvance platform transforms care management into a data-driven enterprise activity. Streamlining disease, case, and utilization management allows clients to deliver targeted health information and wellness campaigns more effectively, while getting the most out of interactions with members and providers.
TriZetto [®] Connected Health Solutions	TriZetto Connected Health Solutions are Software-as-a-Service (SaaS) products that deliver on demand access to health plan information. Through user-friendly interfaces members, providers and other constituents can access the required on-demand information helping plans improve engagement, drive growth, and lower administrative costs



TriZetto (Cognizant) | healthcare cloud-based core administration platforms profile (page 3 of 4) Recent developments

NOT EXHAUSTIVE

Key events (representative list)									
Event name	Type of event	Year	Details						
Partnered with Microsoft	Partnership	2022	Partnered with Microsoft to deliver a digital health solution to enhance remote patient monitoring for improved medical care						
Partnership with AWS	Partnership	2022	Extended partnership with AWS, to jointly serve its customers with the solutions built on AWS, aiming to accelerate its customer transformations in 2023 and beyond						
Expansion with dedicated Google Business Group (GBG)	Investment	2021	Extended partnership with Google to work on dedicated Google Business Group (GBG) to help accelerate shared customers' cloud modernization journeys. The GBG is an expansion of Cognizant's long-standing relationship with Google Cloud, extending combined service capabilities and joint solutions development to accelerate client cloud transformation and meet the evolving needs of today's businesses						
Acquired New Signature	Acquisition	2020	Acquired New Signature, a leader in cloud native business transformation, for expansion of Cognizant capabilities centered on Microsoft cloud solutions						
Acquired 10th Magnitude	Acquisition	2020	Acquired 10th Magnitude, a leading cloud specialist focused exclusively on the Microsoft Azure cloud computing platform, to expand the Microsoft Azure expertise within Cognizant's new Microsoft Business Group, adding development and managed services hubs in major cities throughout the US						



TriZetto (Cognizant) | healthcare cloud-based core administration platforms profile (page 4 of 4) Everest Group assessment – Leader

Measure of capability: Low





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

Strengths

- Cognizant leverages its healthcare domain expertise and its long-standing prowess in the claims space by offering a best-in-class platform, TriZetto, comprising many solutions such as its trademark FACETS and QNXT modules to provide highly contextualized and detailed functionalities through its platform across all the lines of businesses
- The platform allows for a truly end-to-end capability with its robust and scalable solutions spanning across extensive modules such as plan design, claims administration, and risk management by leveraging cutting-edge technology. For instance, Cognizant leverages its TriZetto Robotic Process Automation across the value chain including claims Adjudication, and enrollment provider maintenance to increase the benefits
- Cognizant continues to invest significantly in enhancing its core administration platform capabilities along with a strong technology partnership ecosystem to deliver an innovative solution that further brings out a fluid deployment construct to the clients
- Clients have cited that Cognizant's ability in implementing platform changes and its platform flexibility is its key strength

Limitations

- Cognizant can look to focus on improving its customer service and support and balance its talent management given their correlation in generating client satisfaction
- While Cognizant offers varied innovative pricing models, it is perceived to be a premium-priced provider and can consider boosting its price competitiveness to capture a larger market share



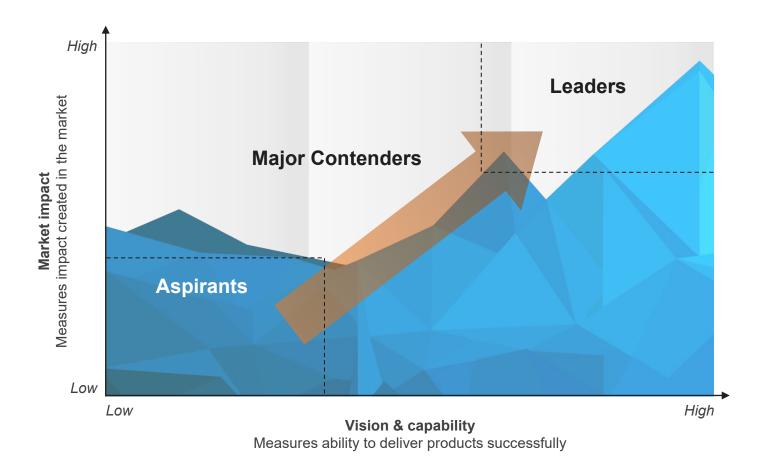
Appendix



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



Everest Group PEAK Matrix





Products PEAK Matrix® evaluation dimensions



Measures impact created in the market captured through three subdimensions

Market adoption

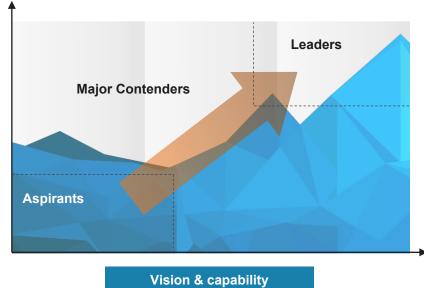
Number of clients, revenue base, and YoY growth

Portfolio mix

Diversity of client base across industries, geographies, environments, enterprise size class

Value delivered

Value delivered to the client based on customer feedback and other measures



Measures ability to deliver products successfully. This is captured through five subdimensions

Vision and strategy

Vision for the client and itself; future roadmap and strategy

Technology capability

Market impact

Technical sophistication and breadth/depth across the technology suite

Flexibility and ease of deployment

Configurability/customize-ability, hosting and tenancy, integration, governance, and security and compliance

Engagement and commercial model

Progressiveness, effectiveness, and flexibility of engagement and commercial models

Support

Training, consulting, maintenance, and other support services



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 in 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 <u>citation policies</u>
- 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.







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