

“In the shift toward integrated experience transformation, healthcare organizations are increasingly valuing partners that pair deep operational understanding of member, patient, and provider journeys with advanced technology capabilities,” says Lloyd Fernandes, Practice Director, Everest Group. “Cognizant brings domain depth across healthcare contact center operations by linking front-office interactions with downstream resolution workflows, particularly in areas where service issues are shaped by claims status, provider disputes, benefits interpretation, prior authorization, and billing-related follow-through. It is supported by technologies such as Cognizant® Autonomous Customer Engagement and Agent Assist AI, which have helped modernize service delivery. These factors support its Leader positioning in Everest Group’s Healthcare Customer Experience Management (CXM) Intelligent Operations PEAK Matrix® Assessment 2026.”