



Everest Group Utilization Management (UM) Operations PEAK Matrix® Assessment 2025

Focus on Cognizant

March 2025



Introduction

The UM in healthcare market has recently encountered several challenges that complicate the delivery of efficient and effective patient care. A significant issue is the administrative burden associated with prior authorization processes, which can delay necessary treatments and frustrate both providers and patients. Additionally, the lack of standardization in clinical criteria across organizations leads to time-consuming manual workflows, increasing the risk of medical necessity denials and straining healthcare resources.

In response to challenges in utilization management, enterprises are partnering with specialized UM service providers to enhance efficiency and patient care. These collaborations enable enterprises to leverage advanced technologies such as gen AI, clinical expertise, and automated workflows to streamline administrative decisions, and ensure timely, evidence-based care decisions. By fostering alignment with providers and adopting best practices, enterprises can improve operational efficiency, expedite care delivery, and achieve cost-effective, high-quality outcomes that enhance patient satisfaction.

In this report, we present an assessment of 18 utilization management operations providers featured on the [Utilization Management Operations PEAK Matrix® Assessment for 2025](#). This assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading utilization management operations providers, client reference checks, and ongoing analysis of the utilization management operations market.

The full report includes the profiles of the following 18 leading utilization management providers featured on the Utilization Management Operations PEAK Matrix:

- **Leaders:** Carelon, Cognizant, EviCore, Evolent Health, Optum, and Shearwater Health
- **Major Contenders:** Accenture, Amalgamated Medical Care Management, Cohere Health, EXL, Gainwell Technologies, MRIOA, Sagility, Wipro, and WNS
- **Aspirants:** AllMed Healthcare Management, Comagine Health, and SKYGEN

Scope of this report

Geography: US

Industry: healthcare

Services: UM operations

UM operations PEAK Matrix® characteristics

Leaders

Carelon, Cognizant, EviCore, Evolent Health, Optum, and Shearwater Health

- Leaders in UM are positioning themselves as key partners for healthcare payers by offering end-to-end UM solutions. They are actively investing in innovation to enhance decision-making, streamline workflows, and meet the growing demand for comprehensive outsourced services
- Leading UM providers are prioritizing risk-based delegated models to align with evolving payer needs, offering tailored solutions that balance cost and quality. By integrating UM platforms with EHR/EMR systems, leveraging AI and gen AI capabilities, and fostering strategic partnerships, they are enhancing efficiency, streamlining workflows, and delivering significant value to their clients

Major Contenders

Accenture, Amalgamated Medical Care Management, Cohere Health, EXL, Gainwell Technologies, MRIOA, Sagility, Wipro, and WNS

- To bridge the gap with the Leaders in UM, Major Contenders are investing in advanced technologies such as AI/ML to enhance decision-making. They are also expanding their service portfolios to include value-based care models. Additionally, these providers have made strategic acquisitions and partnerships to strengthen their UM expertise
- While major contenders may not provide fully integrated and comprehensive UM solutions, they have added value by specializing in specific segments, such as prior authorization, and tailoring their services to distinct client needs

Aspirants

AllMed Healthcare Management, Comagine Health, and SKYGEN

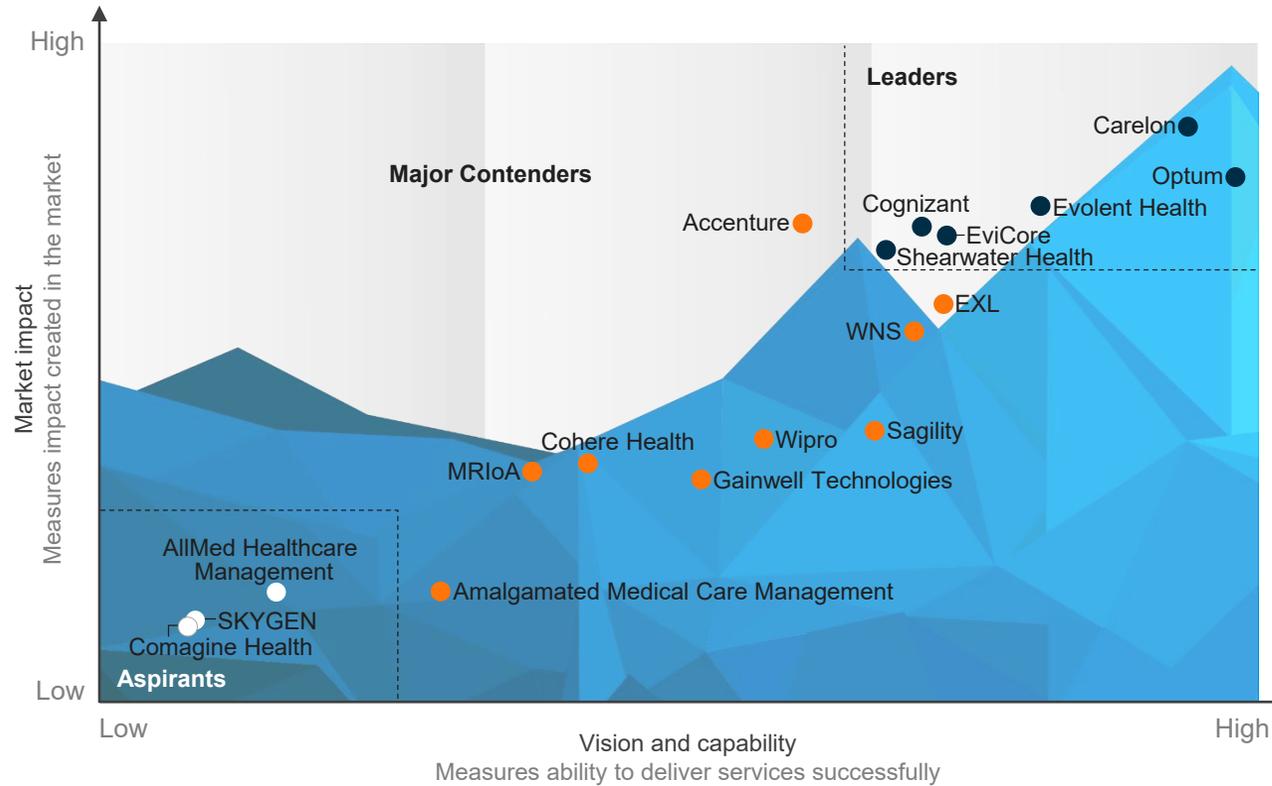
- Aspirants in UM often focus on niche buyer segments or specific value chain processes such as medical necessity reviews, operating on a smaller scale with limited-service offerings and less emphasis on advanced technology integration
- To boost brand visibility, they are showcasing impactful case studies, highlighting their success and expanding UM offerings by integrating technology-driven solutions tailored to specific value chain segments

Everest Group PEAK Matrix®

Utilization Management (UM) Operations PEAK Matrix® Assessment 2025 | Cognizant is positioned as a Leader

Everest Group Utilization Management (UM) Operations PEAK Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants



¹ Assessments for AllMed Healthcare Management, Amalgamated Medical Care Management, Cohere Health, Comagine Health, EviCore, Evolent Health, Gainwell Technologies, MRIOA, SKYGEN, and Wipro exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and interactions with buyers
Source: Everest Group (2024)

Cognizant profile (page 1 of 6)

Overview

Company overview

Cognizant Technology Solutions, founded in 1994 and headquartered in Teaneck, New Jersey, is a leading multinational IT services and consulting company with over 336,000 employees worldwide. Cognizant operates through four main segments: financial services, health sciences, products and resources, and communications, media, and technology. The company offers consulting, technology services, business process outsourcing, and digital transformation solutions, emphasizing diversity, inclusion, and social responsibility in its corporate culture.

Headquarters: Teaneck, New Jersey

Website: www.cognizant.com

UM Operations revenue 2024 in US\$ million (Payer)

<US\$ 25 million	US\$ 25-50 million	US\$ 50 -75 million	>US\$ 75 million
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UM Operations revenue 2024 in US\$ million (Provider)

<US \$5 million	US\$ 5-10 million	US\$10-15 million	>US\$ 15 million
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UM Operations client base 2024 (Payer)

<5	5-10	10-15	>15
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UM Operations client base 2024 (Provider)

<5	5-10	10-15	>15
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Key leaders

- Ravi Kumar S, Chief Executive officer
- Surya Gummadi, Executive Vice President and President, Cognizant Americas
- Jatin Dalal, Chief Finance Officer
- Kathryn Diaz, Chief People Officer
- Dr. Scott Schell, Chief Medical Officer
- Prem Durairaj, Practice Leader Global Clinical Services
- Latoya James, Healthcare Global Delivery Head

Suite of services

- Pre-review
- Concurrent review
- Prior authorization
- Retrospective review and appeals

Recent developments (including acquisitions and partnerships)

- **2024:** trained 200 interqual-certified experts and trainers for outputs including skills labs and Inter-Rater Reliability (IRR) readiness and effectiveness campaign
- **2024:** collaborations with Verizon and Google as hyperscalers in development of AI-infused case management solutions
- **2024:** introduced the CMO Governance Oversight System to analyze current state and develop future state Total Quality Management (TQM) systems
- **2024:** IRR decision criteria licensure for training and test preparation
- **2023:** ongoing collaboration with Microsoft on innovative initiatives such as a care management initiative around, ensuring the care manager has the right action to take with the member based on events that have occurred with the member
- **2020-2024:** investments in enhancements of TriZetto® Touchless Authorization Processing (TTAP), Care Advance platforms, and Claimsphere tool; Expansion of US RN Academy to provide opportunities for more Philippines-Registered Nurses (PHRNs) to complete the NCLEX certification

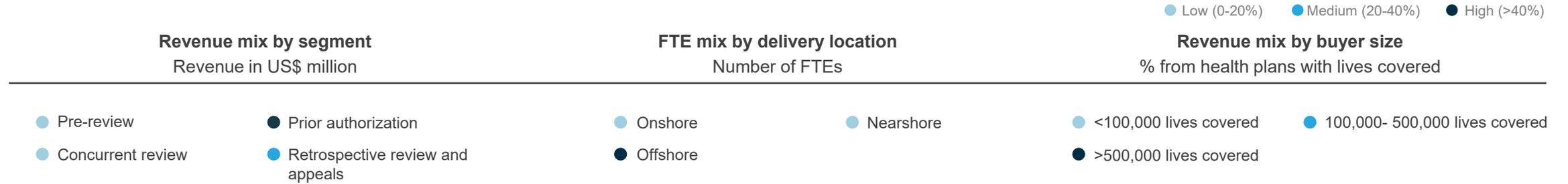
Cognizant profile (page 2 of 6)

Key delivery locations



Cognizant profile (page 3 of 6)

Capabilities and key clients for healthcare payer

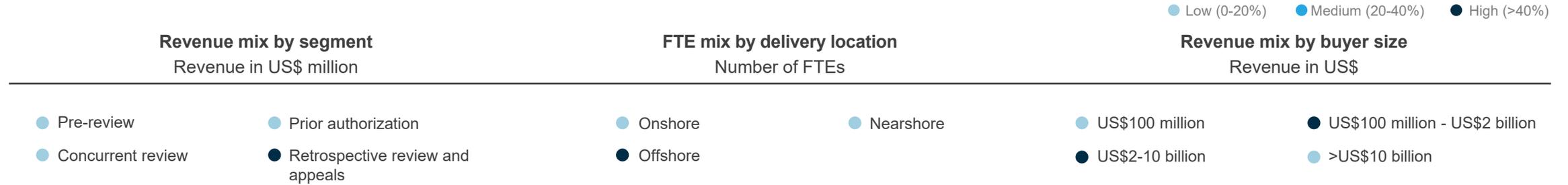


Key utilization management operations engagements for healthcare payer

Client name	Processes served	Region	Client since
A prominent player in the US healthcare industry that focuses on population health management	All processes	North America	2024
A leading Florida-based not-for-profit health care system	All processes	North America	2023
A Utah-based non-profit health insurance organization	All processes	North America	2023

Cognizant profile (page 4 of 6)

Capabilities and key clients for healthcare provider



Key utilization management operations engagements for healthcare provider

Client name	Processes served	Region	Client since
One of the largest US-based digital healthcare platforms	All processes	North America	2022

Cognizant profile (page 5 of 6)

Technology solutions/tools

Solution	Processes served	Year launched	Description	No. of clients	Solution type (Proprietary / Joint development)
TTAP	Pre-review and prior authorization	2017	This solution streamlines authorization requests by ensuring compliance with industry standards, payer guidelines, and clinical rules, providing near real-time responses. It reduces manual reviews, saves time and costs, and enhances provider and member satisfaction, enabling health plans to achieve immediate RoI with automation.	Not disclosed	Proprietary
Care Advance	All processes	2009	This provides a single platform that transforms care management into an automated, data-driven enterprise activity. Clinical CareAdvance (CCA) is an integrated member-centric, web-based module that provides an advanced population health management system for case, disease, and utilization management for members across the care continuum on a single platform.	Not disclosed	Proprietary
OnVida	Pre-review	2015	It is an omnichannel web software that automates and routes all inbound and outbound channels including phone, online, email, and social, even fax and direct mail. It empowers representatives with an intelligent console presenting a complete view of each contact on one screen.	Not disclosed	Proprietary
QNxt	All processes	2009	It is a proven, award-winning enterprise core administration system used by over 80 health plans, serving nearly 24 million members. It offers a configurable, rules-driven solution that scales for organizations of all sizes, and, when paired with TriZetto and Cognizant® Services, helps reduce administrative costs, speed up market entry, and lower total cost of ownership.	Not disclosed	Proprietary

Cognizant profile (page 6 of 6)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact

Vision and capability

Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Cognizant’s CareAdvance™ platform enhances the prior authorization process with automated, real-time request and response capabilities, while also supporting key UM segments such as concurrent and retrospective reviews
- Cognizant’s USRN Academy strengthens its UM operations by developing a pipeline of skilled nurses through structured training, NCLEX certification support, and tailored deployment, ensuring a highly qualified workforce to meet client needs
- Cognizant has heavily invested in gen AI and automation, implementing a copilot approach to embed AI into UM workflows, aligning with market trends to enhance efficiency and innovation
- Clients have appreciated Cognizant’s open communication, responsiveness, and data transparency, supported by strong leadership that ensures consistent, high-quality service delivery

Limitations

- As enterprises evaluate Cognizant’s growing utilization management capabilities, the limited availability of delegated models may present challenges for those seeking more flexible UM solutions
- Clients have suggested that Cognizant could enhance operational continuity by maintaining a trained buffer team, ensuring seamless transitions and minimal disruptions in the event of staff turnover or workforce changes

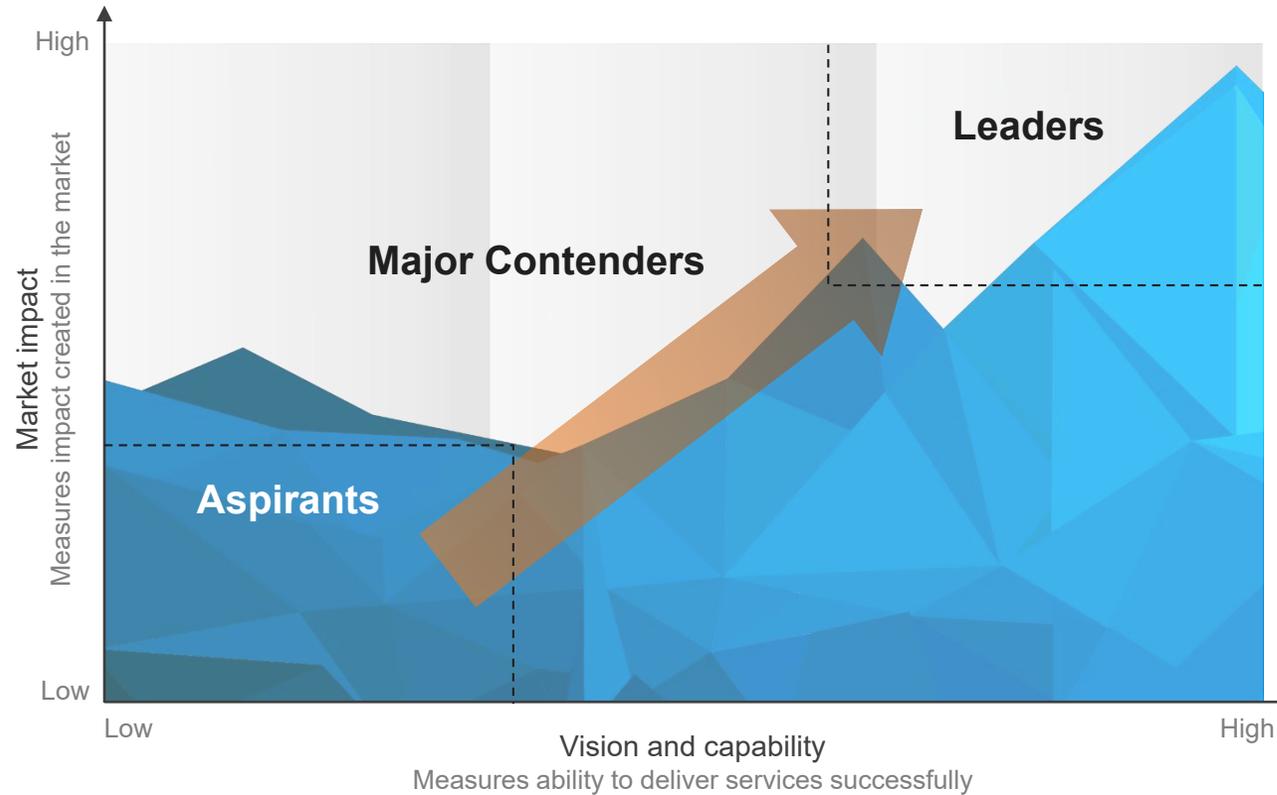
Appendix

PEAK Matrix® framework

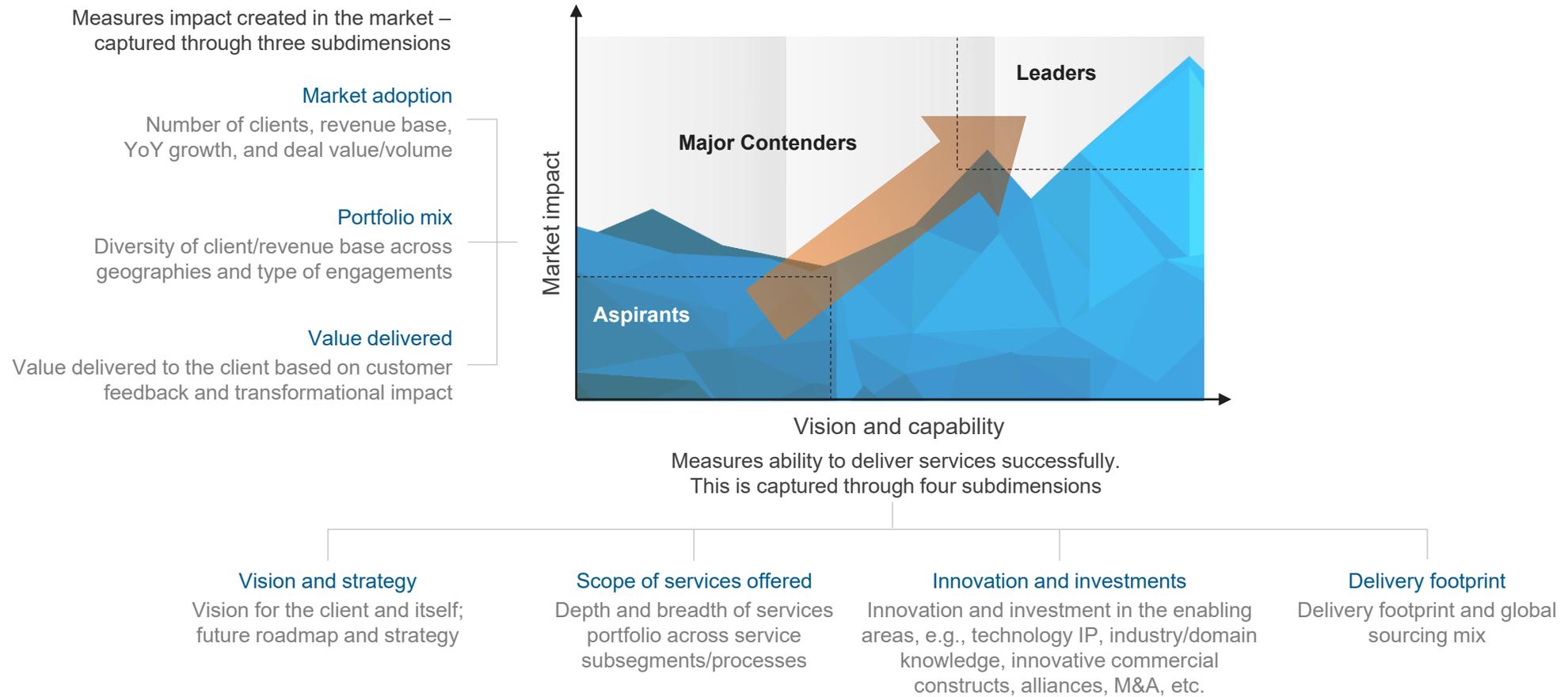
FAQs

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

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: 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.

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

A: 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.

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

A: 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.

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

A: 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

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

A: 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

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

A: 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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