

Horizon 3 Market Leader

Healthcare native transformation delivering cost optimization, enhanced experiences, and health outcomes

HFS Horizons Healthcare Payer Service Providers, 2024

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Reinvention through innovation, ecosystem partnerships, and operational excellence

**HORIZON 3 –
Market Leader**

accenture

**HORIZON 2 –
Enterprise Innovator**

HORIZON 1 – Disruptor

Access the report at www.hfsresearch.com

Value proposition: Humanizing healthcare through technology, operational efficiency, and partnerships at a global scale.

Capabilities: Address the full healthcare payer value chain with offerings that provide end-to-end operations, GenAI-powered BPaaS, AI, consulting services, and advanced IT solutions.

Go-to-market: Leveraging integrated services and ecosystem partnerships, including co-creation with clients, innovation, and thought leadership and research to continuously engage with the market. The approach unites strategy, consulting, technology, and operations, enabling seamless delivery and co-creation with clients.

Outcomes: Cost reduction, operational efficiency, improved enrollment and provider satisfaction, enhanced population health, optimized claims, and better clinical outcomes through automation and innovation.

Innovation: Health GenAI studios in Chicago, New York, and Washington D.C. act as innovation hubs that unite AI experts, clients, and industry partners to co-create, pilot, and commercialize innovative solutions. Launched the Health Equity Lab in partnership with the University of Notre Dame.

Customer: Valued for its digital and technological transformation expertise and the impactful outcomes achieved.

Partner: Recognized for its transformative capabilities, with a diverse ecosystem of partners spanning academia, research, domain specialists, enterprise platforms, hyperscalers, VC/PE firms, and more.