AVASANT

Infosys

Healthcare Payors Digital Services 2022–2023 RadarView

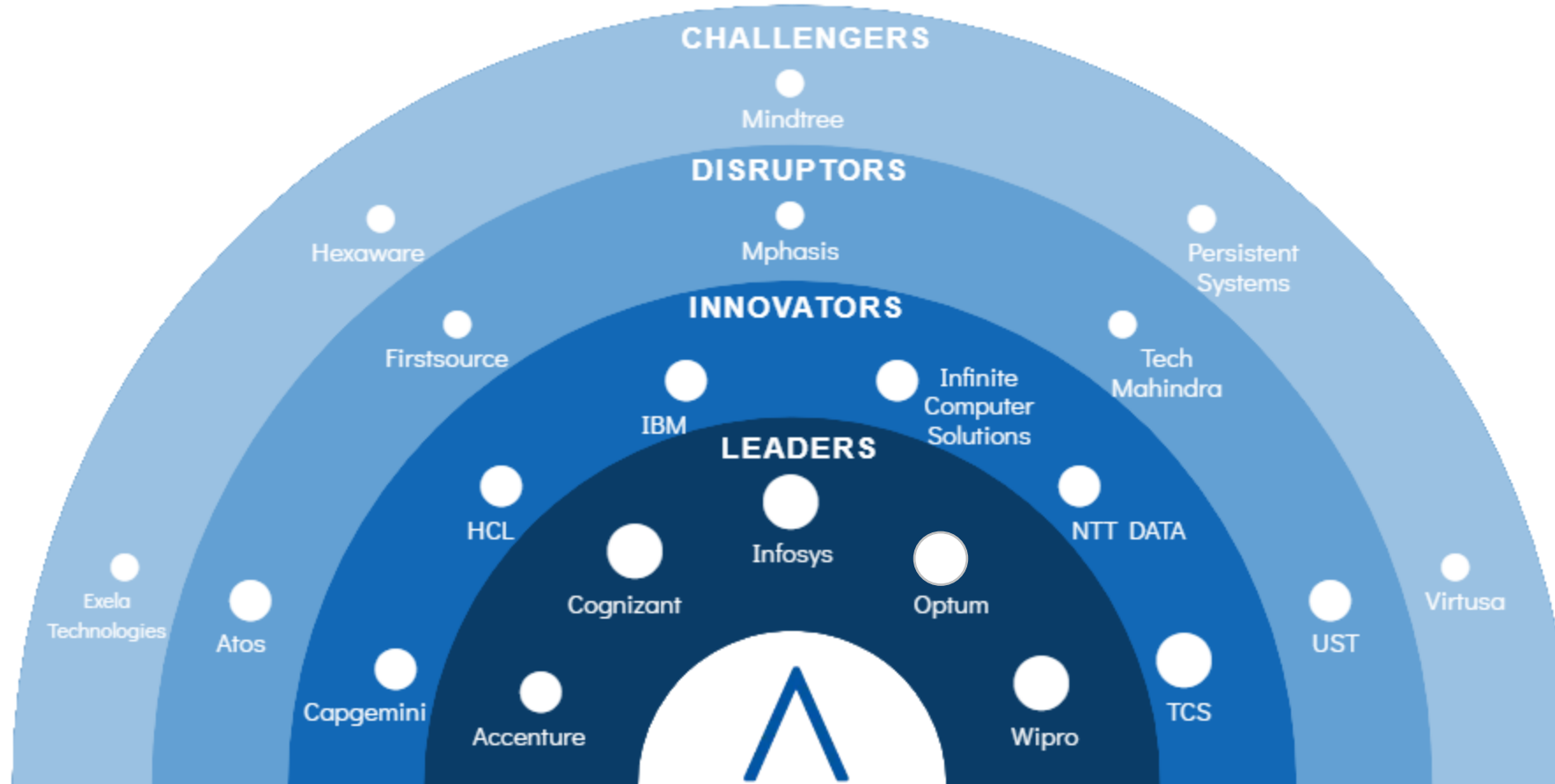Service Provider Profile

January 2022

RADARVIEW™

Avasant has recognized 21 top-tier service providers supporting healthcare payors in digital transformation

Practice maturity

Infosys: RadarView profile

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AVASANT RADARVIEW™
LEADER
Healthcare Payor Digital Services
2022-2023

Practice maturity ★★★★★

Investments and innovation ★★★★★

Partner ecosystem ★★★★

Implements highly impactful digital projects by using design thinking and an innovation-led approach, payor-specific IP assets, and partnerships. Has a strong presence in the Blue payor space.

Practice overview

- Practice size: 7,200 FTEs
- Active clients: 28+ clients
- Delivery highlights: 147 global delivery centers

10% share of healthcare vertical in total revenue	>55% share of digital vertical in total revenue

Industry-specific solutions/offerings

iEDPS	A cybersecurity-based solution that ensures protection of confidential member data
Helix	An AI-based platform that reduces cost and delivers better care for members
AssistEdge Engage	An AI-based platform that provides real-time guidance to contact center agents
Cortex	An AI-based solution that provides IVR system, voice bot, chatbot, and self-service options

Sample clients

- A US-based health payor
- A US-based health insurance firm
- A health insurance and managed care company
- An American managed healthcare payor
- A US-based healthcare payor

Partnerships/alliances

Microsoft	Accelerated cloud migration projects and deployed Azure automation offerings
aws	Implemented cloud migration projects
Simplify Healthcare	Leveraged solutions for benefit plan management, client onboarding and enrollment, provider data and directory management, as well as payment reimbursement

1upHealth	Leveraged its Fast Healthcare Interoperability Resources (FHIR) platform and analytical offerings to develop interoperability solutions for payors
CHANGE HEALTHCARE	Offered data-driven interoperability solutions to improve care quality
AUTOMATION ANYWHERE	Provided RPA-based solutions for pending claims edit and member enrollment processes

Value chain coverage

Claims management
Medical management
Member management
Provider management

Darker color indicates higher industry concentration: ●●●●

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Case Studies

Client	Capability	Summary	Business Impact
A managed healthcare plan in New England	• Analytics • Cloud	• The client wanted to integrate its mobile apps and websites into a single platform to increase member registrations and improve operational efficiency. • Infosys modernized the member platform on a private cloud and enabled authentication and integration to the backend. The solution seamlessly incorporated care interventions and improved diabetes prevention program scores. It also deployed an analytics solution to derive business insights.	• Increased user registration on member portal by 25% • Improved user ratings by 50%
A US-based healthcare payor	• Analytics • Artificial intelligence	• The payor wanted to forecast 36-month healthcare claims for its major portfolios to realize cost benefits as inpatient service utilization declined. • Infosys created a predictive model based on 48 months of healthcare usage and procedure cost data which enabled the medical management team to estimate the correct underwriting costs associated with plans and to lay down the finance budget rightly.	• Reduced annual cost by USD 2.5M • Increased healthcare utilization for inpatient service by 3.42% than the baseline trends
A US-based health insurance firm	• Analytics • Cloud • Cybersecurity	• The client wanted to modernize legacy systems to minimize the member attrition rate due to operational inefficiencies. • Infosys leveraged IBM's API Connect offering and its analytics offerings to redesign the member journey in chronic disease management programs. This enhanced omnichannel agility with regulatory requirements adherences.	• Reduced direct medical costs of USD 1B • Increased user registration by 25%
A health insurance managed care company	• Artificial intelligence • Cloud	• The client wanted to shift their workloads to the Cloud by 2020 to reduce direct costs and mitigate software support. • Infosys assessed the migration plan and leveraged Azure automation and cloud offerings to maximize cloud native service adoption. It also deployed analytical solutions for monitoring cost continuously.	• Optimized cost

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Analyst Insights

Practice maturity	★★★★★

- Infosys continues to garner more traction in the healthcare payor market by specializing in design thinking expertise (built through acquisitions) with domain-centric offerings and a highly skilled team. Specifically, it has formed Team Magnum, an exclusive team to focus on large deals.
- It has developed a robust portfolio of industry-specific solutions by leveraging its IP assets like Nia, Cobalt, and Cyber watch, to align with emerging business requirements. Specifically, it developed Helix, an AI-based platform for payors to drive operational resilience, build solutions across value chain, and manage quality care at scale.
- With digital contributing over 50% of the healthcare revenues, Infosys has delivered highly impactful projects by converging digital technologies. For example, for a US-based American insurance company, it helped increase user registration by 25% by leveraging AI, analytics, and cloud.
- With the growing push for regulatory compliance, Infosys has built offerings to help payors comply with the Cures Act (through FHIR based APIs) and the No Surprise Act.

Investments and innovation	★★★★★

- Infosys has established two payor-specific CoEs, Medicare and Medicaid CoE and Interoperability and Compliance CoE, to develop reusable offerings for clients. It has also set up two healthcare innovation and design hubs: one in Hartford to evaluate Healthtech offerings and build design thinking capabilities and another in Phoenix to develop AI-based healthcare-specific solutions.
- To further enhance its back-office enrollment and application offerings for Medicaid clients, it acquired resources from LA-based Health Plan in 2020 as a part of a USD 70M deal.
- It has partnered with Cornell University for assessing and tracking health techs for co-creating solutions and GTM support.

Partner ecosystem	★★★★

- Infosys's strategic alliances with leading cloud platform (such as Microsoft and AWS) and solutions providers (such as Salesforce and SAP) plays a critical role in accelerating GTM and reducing implementation risks.
- It has partnered with specialized companies like Blue Prism and Automation Anywhere to supplement its domain offerings with automation capabilities for developing payor-specific solutions such as provider credentialing and claims management.
- It has also partnered with niche companies to expand its domain-centric offerings. Specifically, it has partnered with 1UpHealth and Change Healthcare to develop interoperability solutions and Trio Tree for EMR offerings.