TOP CLIENT-RATED PAYER TECHNOLOGIES

CLOUD-BASED DATA PLATFORM SOLUTIONS

Survey Period: Q3 2023 – Q2 2024 | Published: June 2024

HMO GROUP STAFF NETWORK IPA VBC	PPO EPO COMMERCIAL PLANS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM DENTAL PAYVIDERS

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Black Book™ annually evaluates leading health care/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendor influence, more than 2,500,000 healthcare IT users have contributed to various annual customer satisfaction polls. Suppliers also encourage their clients to participate to produce current and objective customer service data for buyers, analysts, investors, Vendors, competitive suppliers, and the media. For more information or to order customized research results, please contact the **Client Resource Center at +1 800.863.7590** or **Research@BlackBookMarketResearch.com**

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Table of Contents: Top Rated Payer Cloud-Based Data Platforms

2023 Payer IT Survey Response Rates by Organization Type 4
Survey Overview 4
Black Book Methodology 4
Understanding the Statistical Confidence of Black Book Data 5
Who Participates in The Black Book Ranking Process 5
Figure 1A/B: Comprehensive Payer IT Vendors Defined 8
Figure 2: Key to Raw Scores 9
Overall KPI Leaders: Managed Care & Payer Technology Solutions 12
Individual Vendor Key Performance 14
Appendix 33

List of Tables

Table 1: Summary of Criteria Outcomes 12
Table 2: Top Score Per Individual Criteria 13
Table 3: Payer IT Vendors – Raw/Aggregate Satisfaction Scores 2023 14

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2023 Survey Response Rates by Managed Care Organization Type

Validated System Users

2023 Survey Respondent Identification	Number of Responses Validated	Percent of Total Responses
Health Maintenance Organizations (HMOs)	4,591	59%
Preferred Provider Organizations (PPOs)	608	8%
Point of Service Plans (POSs)	117	2%
Exclusive Provider Plans (EPOs)	116	2%
Gatekeeper Preferred Provider Organizations (GPPO)	27	1%
Government: Medicaid	819	15%
Government: Medicare	1,177	21%
Government: TRICARE	19	1%
Other: Private Health Insurance, Indemnity Commercial	155	3%
Other Managed Care: Pharmacy Benefit Manager	76	1%
Other Managed Care: Dental	56	1%
Total	**7,761**	**100%**

Source: Black Book™ 2024

Survey Overview

From Q3 2023 through Q2 2024, the Black Book Research payer IT client/user survey investigated 179 vendors utilized by 7,761 validated IT users nationwide for final satisfaction rankings.

With more than 900 health insurance companies operating throughout the United States, there are many payers in play throughout the industry. These companies offer 64% of private health care and 35% of public health care, respectively, through their health plans. Over 19% of all health insurers were represented in the 2024 Black Book managed care and health plan IT surveys.

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Black Book Methodology

How the Data Sets are Collected

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by electronic medical and health record product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Black Book executive and at least two other people. In this way, Black Book's clients can clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography and function outsourced and reported accordingly.

Situational and market studies are conducted on areas of high interest such as e-Prescribing, Health Information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions or criteria each.

Understanding the Statistical Confidence of Black Book Data

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked vendors must have a minimum of ten unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.

- Vendors with over 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their outsourcing vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).

- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.

Who Participates in The Black Book Ranking Process

Over 7,800 payer technology users ranking from health plan executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2024 annual Black Book initiative satisfaction survey. Non-invitation receiving participants must complete a verifiable profile, utilize valid corporate

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email address, and are then included as well. Independent validation firms are employed by Black Book to ensure the highest quality responses are included in the resulting ratings and formats.

The Black Book survey web instrument is open to respondents and new participants each year at http://blackbookrankings.com and mobile applications from iTunes and Google Play. Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity.

The online survey instruments are powered by and managed collectively by Qualtrics®.

The members of 18 professional healthcare associations, 9 media outlets and returning participants with previous identification verifications are among those invited to surveys. Individuals and provider management can register as new participants on mobile applications and online polling instruments. Ballots are validated through two independent survey verification services software companies before being included in the scoring process.

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2024 CLIENT SATISFACTION SURVEY RESULTS
TOP PAYER TECHNOLOGIES

CLOUD-BASED DATA PLATFORM SOLUTIONS

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Figure 1A/B: Comprehensive Payer Technology Vendors Defined by Categories of Covered Lives

HMO	PPO	GOVERNMENT	OTHER INSURERS
GROUP STAFF NETWORK	EPO	MEDICARE	PBM
IPA	POS	MEDICAID	DENTAL

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Figure 2: Key to Raw Scores

0.00–5.79 ►	◄ 5.80–7.32 ►	◄ 7.33–8.70 ►	◄ 8.71–10.00
Deal breaking dissatisfaction **Does not meet expectations** **Cannot recommend vendor**	**Neutral** **Meets/does not meet expectations consistently** **Would not likely recommend vendor**	**Satisfactory performance** **Meets expectations** **Recommends vendor**	**Overwhelming satisfaction** **Exceeds expectations** **Highly recommended vendor**

Source: Black Book Research

Color-Coded Stoplight Dashboard Scoring Key

Green	Top 10% scores better than 90% of Vendors. Green coded vendors have received constantly highest client satisfaction scores.	**8.71 +**
Clear	Top 33% scores better than two-thirds of Vendors. Well-scored vendor which have middle of the pack results.	**7.33 to 8.70**
Yellow	Mid Pack: scores average that of all half of Vendors. Cautionary performance scores, areas of improvement required.	**5.80 to 7.32**
Red	Lowest 10%: scores worse than 90% of Vendors. Poor performances reported potential cause for service and contractual cancellations.	**Less than 5.79**

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Raw Score Compilation and Scale of Reference

Black Book raw score scales

0 = Deal breaking dissatisfaction ◄ ____ ► 10 = Exceeds all expectations

Source: Black Book Research

Individual vendors can be examined by specific indicators on each of the main functions of vendors as well as grouped and summarized subsets. Details of each subset are contained so that each vendor may be analyzed by function and payer IT services collectively.

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Scoring key

OVERALL RANK	Q1 CRITERIA RANK	COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM DENTAL PAYVIDERS	MEAN
5	1	Name	8.49	8.63	8.50	8.01	8.66

Source: Black Book Research

- **Overall rank –** this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.
- **Criteria rank –** refers to the number of the question or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this criteria or question. Each vendor required ten unique client ballots validated to be included in the top ten ranks.
- **Company –** name of the vendor.
- **Subsections –** each subset comprises one-fourth of the vendor mean at the end of this row and includes all buyers and users who indicate that they contract each respective functional subsection with the supplier, specific to their physician enterprise.
- **Mean –** congruent with the criteria rank, the mean is a calculation of all four subsets of functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.

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Overall KPI Leaders: Payer Technology Solutions

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Table 1: Summary of Criteria Outcomes

Total Number One Criteria Ranks	Vendor	Overall Rank
12	INOVALON	1
3	CLEARDATA	2
2	AWS	3
1	AT&T	5

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Overall KPI Leaders: Payer Technologies

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Table 2: Top Score Per Individual Criteria

Question / Criteria		Vendor	Overall Rank
Q1	Strategic Alignment of Client Goals including VBC, HIE & Telehealth	INOVALON	1
Q2	Innovation & Optimization	INOVALON	1
Q3	Training	INOVALON	1
Q4	Client relationships and cultural fit	INOVALON	1
Q5	Trust, Accountability, Transparency, Ethics	INOVALON	1
Q6	Breadth of offerings, client types, delivery excellence	CLEARDATA	2
Q7	Deployment and implementation	INOVALON	1
Q8	Customization	AWS	3
Q9	Integration and interfaces	INOVALON	1
Q10	Scalability, client adaptability, flexible pricing	AT&T	5
Q11	Compensation and employee performance	CLEARDATA	2
Q12	Reliability	INOVALON	1
Q13	Brand image and marketing communications	INOVALON	1
Q14	Marginal value adds and modules	INOVALON	1
Q15	Financial Stability & Managerial Viability	AWS	3
Q16	Data security, patient privacy and backup services	INOVALON	1
Q17	Account Management Support and customer care	INOVALON	1
Q18	Best of breed technology and process improvement	INOVALON	1

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Individual Payer Technology Vendor Key Performance: CLOUD-BASED DATA PLATFORM SOLUTIONS

Table 3: Top Ranked Vendors – Raw/Aggregate User Satisfaction Scores 2024

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	INOVALON	9.95	9.91	9.90	9.76	9.75	9.09	9.78	9.35	9.48	8.99	9.21	9.51	9.79	9.73	9.47	9.70	9.71	9.50	**9.55**
2	CLEARDATA	9.89	9.87	9.60	8.99	9.30	9.45	9.13	9.38	8.77	8.91	9.48	8.65	9.23	8.55	9.41	8.58	9.41	8.68	**9.20**
3	AWS	9.30	9.47	9.21	9.21	8.85	8.75	8.70	9.39	8.50	8.78	8.62	8.54	8.34	8.84	9.64	9.34	9.38	8.52	**9.00**
4	OPTUM	9.00	9.45	8.77	8.85	9.10	9.42	8.21	8.01	8.98	9.10	8.46	7.46	9.43	7.63	8.07	8.83	8.17	8.55	**8.64**
5	AT&T	9.01	9.06	9.35	8.96	9.11	8.31	8.37	8.72	8.56	9.25	8.72	8.66	7.67	8.08	7.58	8.46	8.59	8.72	**8.62**
6	VERADIGM	9.11	8.00	9.15	9.45	8.40	8.48	9.30	7.87	8.34	7.32	7.36	8.43	8.54	7.46	8.09	8.95	9.24	8.15	**8.42**
7	EXL SERVICE	9.67	9.35	8.83	7.07	8.77	8.62	8.54	7.91	8.86	7.01	8.91	8.16	7.81	8.65	8.83	7.90	8.47	8.22	**8.42**
8	ACCENTURE	7.80	8.93	8.50	8.43	8.05	9.13	9.42	8.16	7.60	7.97	8.93	8.27	9.09	8.56	7.46	7.98	8.51	8.13	**8.38**
9	SALESFORCE	8.37	7.06	8.42	8.51	8.85	7.92	7.53	8.78	7.00	9.19	7.80	7.77	8.48	7.82	8.31	8.57	8.61	9.10	**8.23**
10	REDOX	8.92	8.48	6.97	9.03	8.37	7.44	8.48	7.45	7.50	7.45	8.98	8.65	8.11	5.80	8.87	8.71	9.06	8.48	**8.18**
11	INFOSYS	9.33	7.90	8.68	8.48	8.85	7.91	7.30	7.09	7.82	7.92	8.58	7.49	6.70	8.04	7.42	8.81	7.72	8.16	**8.01**
12	MICROSOFT	8.85	7.23	8.88	8.19	6.97	6.87	8.03	8.09	7.54	6.94	6.84	9.18	8.09	8.11	7.61	7.13	7.28	7.81	**7.76**
13	VM WARE	8.26	7.00	8.11	7.21	8.24	7.97	6.95	8.24	8.38	7.46	6.68	7.18	8.53	9.23	6.46	7.99	7.25	7.46	**7.70**
14	PLEXIS	8.11	9.07	7.56	7.30	7.81	7.58	8.88	7.25	6.72	8.08	6.61	7.33	6.90	8.71	7.01	7.39	6.68	8.92	**7.66**
15	CHANGE HC	7.06	6.28	8.35	7.22	7.28	7.88	7.81	8.62	6.00	6.83	5.74	6.66	6.55	8.27	6.35	8.59	6.41	6.99	**7.16**
16	IBM	6.02	8.39	9.32	6.98	7.36	7.95	6.55	7.81	9.10	7.09	5.93	7.24	6.86	5.64	7.17	5.92	7.29	6.07	**7.15**
17	VIRTUSA	7.08	6.58	6.44	7.32	6.20	8.76	6.23	6.03	7.59	7.97	7.50	8.28	5.18	6.78	6.32	8.59	8.42	7.05	**7.13**
18	NEWGEN	6.33	6.97	5.91	5.45	7.92	8.15	5.35	6.84	6.67	5.70	8.39	6.59	6.99	9.11	7.26	6.10	7.09	6.43	**6.85**
19	PEGA	5.44	6.65	4.83	7.05	5.76	6.21	7.20	6.26	6.89	7.45	7.19	5.49	5.65	6.93	6.35	5.53	6.38	7.22	**6.36**
20	CLEARSENSE	5.72	6.19	5.14	7.26	6.85	7.16	6.56	6.75	8.22	5.57	7.22	6.50	4.40	4.91	5.78	6.13	7.18	6.83	**6.35**

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Payer Technology Solutions: CLOUD-BASED DATA PLATFORM SOLUTIONS

1. Strategic Alignment of Vendor Offerings to Client's Goals & Mission (Including FHIR, ONC, Interoperability, Population Health, Reimbursement, Value Based Care)

Q1: Organizational structure meets the needs of stakeholders or customers, and stakeholder satisfaction is the most important priority. The client is likely to recommend the vendor to similar sized payer organizations.

OVERALL RANK	Q1 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.90	10.00	9.98	9.90	**9.95**
2	2	CLEARDATA	9.88	9.60	10.00	9.98	**9.89**
7	3	EXL SERVICE	9.93	9.71	9.58	9.44	**9.67**
11	4	INFOSYS	9.16	9.53	9.37	9.24	**9.33**
3	5	AWS	9.07	9.59	9.25	9.28	**9.30**
6	6	VERADIGM	.35	8.57	9.09	9.42	**9.11**
5	7	AT&T	9.34	9.00	8.73	8.95	**9.01**
4	8	OPTUM	8.78	9.66	9.01	8.54	**9.00**
10	9	REDOX	9.07	8.87	9.38	8.34	**8.92**
12	10	MICROSOFT	8.36	8.67	9.30	9.08	**8.85**

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2. Innovation and Optimization

Q2: Customers are also continuing to push the envelope for further enhancements to which the vendor is responsive. Payer IT clients also believe that their vendors' technology is helping them manage practices more effectively, generate accurate records and reimbursement billings and cut their overhead in ways that were difficult or impossible to accomplish before technology solutions were implemented. Vendor is responsive to make client recommendations with cutting edge improvements.

OVERALL RANK	Q2 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.98	9.84	9.90	9.92	**9.92**
2	2	CLEARDATA	9.56	9.93	10.00	9.99	**9.87**
3	3	AWS	9.34	9.40	9.55	9.59	**9.47**
4	4	OPTUM	9.67	9.57	9.31	9.24	**9.45**
7	5	EXL SERVICE	9.08	9.43	9.85	9.04	**9.35**
14	6	PLEXIS	9.13	9.00	8.86	9.28	**9.07**
5	7	AT&T	9.33	9.27	8.82	8.81	**9.06**
8	8	ACCENTURE	8.75	9.11	9.34	8.50	**8.93**
10	9	REDOX	8.48	7.91	9.12	8.08	**8.40**
16	10	IBM	9.02	8.12	7.79	8.63	**8.39**

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3. Training

Q3: Payer IT vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, client service and customer servicing consultant employees. Training modules are effective and practical so that minimal post-implementation training is required on or off site. Regular updates are timely and require minimal additional training to implement.

OVERALL RANK	Q3 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.97	9.83	9.99	9.81	**9.90**
2	2	CLEARDATA	9.52	9.94	9.55	9.40	**9.60**
5	3	AT&T	9.64	9.09	9.05	9.60	**9.35**
7	4	EXL SERVICE	9.39	9.70	9.07	9.13	**9.32**
3	5	AWS	9.40	9.25	9.00	9.18	**9.21**
6	6	VERADIGM	8.42	9.54	9.14	9.51	**9.15**
12	7	MICROSOFT	8.17	8.55	9.51	9.29	**8.88**
19	8	PEGA	9.24	8.97	8.62	8.50	**8.83**
4	9	OPTUM	8.98	9.18	8.36	8.57	**8.77**
11	10	INFOSYS	8.42	8.72	8.63	8.94	**8.68**

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4. Client Relationships and Cultural Fit

Q4: The vendor leadership honors customer relationships highly. The relationship with the vendor elevates the customer's reputation. Improving healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyer nor does it require vendor management attention regularly. There is no regular transparency or quality issue. There are no culture clashes or misfits that threaten relationship's success or client's satisfaction.

OVERALL RANK	Q4 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.66	9.77	9.73	9.88	**9.76**
6	2	VERADIGM	9.15	9.46	9.42	9.77	**9.45**
3	3	AWS	9.33	9.30	9.15	9.08	**9.23**
10	4	REDOX	9.04	9.16	8.99	8.93	**9.03**
2	5	CLEARDATA	9.08	9.04	8.97	8.88	**8.99**
5	6	AT&T	8.86	9.39	8.82	8.77	**8.96**
4	7	OPTUM	9.09	9.04	8.53	8.73	**8.85**
9	8	SALESFORCE	8.83	7.48	9.35	8.40	**8.53**
11	9	INFOSYS	8.30	8.98	8.21	8.45	**8.50**
8	10	ACCENTURE	8.82	8.48	8.03	8.38	**8.43**

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5. Trust, Accountability, Ethics and Transparency

Q5: Trust in enterprise reputation is important to clients as well as prospects. Client possesses an understanding that its vendor organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance. There are no disconnects between promises and delivery.

OVERALL RANK	Q5 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.75	9.96	9.84	9.44	**9.75**
9	2	CLEARDATA	9.45	9.21	9.45	9.09	**9.30**
5	3	AT&T	9.32	9.42	8.69	9.01	**9.11**
4	4	OPTUM	9.04	9.24	9.57	8.54	**9.10**
3	5	AWS	8.93	8.94	8.60	8.91	**8.85**
11	6	INFOSYS	8.51	8.85	8.53	9.52	**8.85**
7	7	EXL SERVICE	9.30	8.94	8.03	8.81	**8.77**
6	8	VERADIGM	8.69	8.33	7.85	8.74	**8.40**
10	9	REDOX	8.80	8.54	8.23	7.90	**8.37**
13	10	VM WARE	8.56	8.58	8.09	7.73	**8.24**

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6. Breadth of Offerings, Varied Client Settings, Delivery Excellence Across All User Types

Q6: The vendor offers industry recognized horizontal functionality and vertical industry applications and manage bundled tech services such as developing new e-Health initiatives. Vendor routinely drives operational performance improvements and results in the areas they affect. Comprehensive offerings are constructed to meet the unique needs of the client's technology initiatives. Breadth of vendor modules offers comprehensive system services and broad modules.

OVERALL RANK	Q6 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
2	1	CLEARDATA	9.42	9.54	9.42	9.40	**9.45**
4	2	OPTUM	9.43	9.34	9.43	9.47	**9.42**
8	3	ACCENTURE	9.30	9.18	9.05	8.99	**9.13**
1	4	INOVALON	9.27	9.22	9.26	8.62	**9.09**
17	5	VIRTUSA	8.91	9.06	8.58	8.49	**8.76**
3	6	AWS	8.49	8.47	8.53	9.50	**8.75**
7	7	EXL SERVICE	9.08	8.72	8.01	8.67	**8.62**
6	8	VERADIGM	8.84	8.31	7.96	8.82	**8.48**
5	9	AT&T	8.46	8.52	8.21	8.06	**8.31**
18	10	NEWGEN	8.25	8.56	8.07	7.71	**8.15**

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7. Deployment and implementation

Q7: The client deploys at a pace acceptable to the client. Technology solutions eliminate excessive supervision over vendor implementations. Vendor overcomes client implementation obstacles and challenges effectively. Technical, organizational, and cultural implementation obstacles are handled professionally and punctually. IT implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations which may cause delays.

OVERALL RANK	Q7 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.82	9.56	9.96	9.76	**9.78**
8	2	ACCENTURE	9.47	9.03	9.42	9.74	**9.42**
6	3	VERADIGM	9.04	9.39	9.36	9.41	**9.30**
2	4	CLEARDATA	9.04	9.49	8.46	9.52	**9.13**
14	5	PLEXIS	8.91	9.05	8.56	9.00	**8.88**
3	6	AWS	8.64	8.95	8.10	9.09	**8.70**
7	7	EXL SERVICE	8.60	8.79	8.06	8.69	**8.54**
10	8	REDOX	8.23	8.94	8.00	8.76	**8.48**
5	9	AT&T	7.88	8.49	8.50	8.61	**8.37**
4	10	OPTUM	9.00	7.61	7.88	8.34	**8.21**

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8. Customization

Q8: Payer IT products and process services are customized to meet the unique needs of specific practice client purpose, processes, and physician models. Little resistance is encountered when changing performance measurements as clients' needs vary. Extraordinary efforts are made to adapt and convert client special needs into workable solutions with efficient cost and time considerations. The software allows for modifications that are not costly or complex.

OVERALL RANK	Q8 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
3	1	AWS	9.05	9.07	9.64	9.78	**9.39**
2	2	CLEARDATA	9.53	9.56	9.08	9.36	**9.38**
1	3	INOVALON	9.42	9.43	9.11	9.42	**9.35**
9	4	SALESFORCE	8.59	8.50	8.62	9.39	**8.78**
5	5	AT&T	8.98	8.45	8.36	9.07	**8.72**
15	6	CHANGE HC	8.13	8.84	8.34	9.15	**8.62**
13	7	VM WARE	8.55	8.00	7.37	9.03	**8.24**
8	8	ACCENTURE	7.34	8.61	8.09	8.60	**8.16**
12	9	MICROSOFT	7.77	7.99	8.58	8.00	**8.09**
4	10	OPTUM	7.00	7.81	8.00	9.22	**8.01**

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9. Integration and Interfaces

Q9: The vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and HIE feasible. Seamless interfaces to legacy applications are performed as required for optimal functioning. Human integration and interface activities are administered precisely. Systems communicate effectively among provider groups and ancillaries. True interoperability with other healthcare organizations is factored into implementation.

OVERALL RANK	Q5 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.47	9.64	9.33	9.47	**9.48**
16	2	IBM	8.67	9.33	9.10	9.29	**9.10**
4	3	OPTUM	8.75	9.18	8.79	9.19	**8.98**
7	4	EXL SERVICE	8.61	8.58	8.84	9.42	**8.86**
2	5	CLEARDATA	9.35	8.21	9.06	8.45	**8.77**
9	6	SALESFORCE	8.88	8.49	8.21	9.14	**8.68**
5	7	AT&T	9.03	8.69	8.14	8.38	**8.56**
3	8	AWS	8.60	8.28	8.77	8.36	**8.50**
13	9	VM WARE	8.93	7.49	8.50	8.59	**8.38**
6	10	VERADIGM	7.85	8.73	8.17	8.11	**8.34**

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10. Scalability, Client Adaptability, Flexible Pricing

Q10: Payer IT solutions vendor provides flexible pricing allowing the client to choose and pay for the precise functionality and services needed. Vendor Invests in significant infrastructure and can provide services to enterprise organizations. IT products and services meet the changing and varied needs of the customer. Pricing is not rigid or shifting and meets needs of client.

OVERALL RANK	Q10 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
5	1	AT&T	9.38	9.23	9.27	9.10	**9.25**
9	2	SALESFORCE	9.12	9.38	9.08	9.17	**9.19**
4	3	OPTUM	9.03	9.21	8.99	9.16	**9.10**
1	4	INOVALON	8.42	9.27	9.37	8.89	**8.99**
2	5	CLEARDATA	8.44	9.02	8.99	9.20	**8.91**
3	6	AWS	8.67	8.95	8.83	8.66	**8.78**
14	7	PLEXIS	7.69	7.83	7.93	8.85	**8.08**
8	8	ACCENTURE	8.19	8.30	6.97	8.43	**7.97**
17	9	VIRTUSA	8.45	7.61	8.41	7.40	**7.97**
11	10	INFOSYS	7.47	7.99	8.40	7.81	**7.92**

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11. Vendor Staff Expertise, Compensation and Employee Performance

Q11: The vendor team of employees is considered top in industry for professionalism and skill. Vendor attracts and retains high performing staff. Vendor is focused on building and developing a strong employee team of producers. Employees act like owners/leaders. Company is moving towards leveraged pay at all levels. Vendor is using effective tools to tie performance metrics to compensation policy and compensating top leaders. Human resources-related criteria are scored from the client perspective on this indicator.

OVERALL RANK	Q11 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
2	1	CLEARDATA	9.32	9.67	9.23	9.70	**9.48**
1	2	INOVALON	9.23	9.14	9.22	9.26	**9.21**
10	3	REDOX	9.13	9.12	9.02	8.65	**8.98**
8	4	ACCENTURE	8.64	9.26	8.66	9.14	**8.93**
7	5	EXL SERVICE	8.73	8.85	8.83	9.22	**8.91**
5	6	AT&T	8.75	8.65	8.64	8.83	**8.72**
3	7	AWS	8.61	8.48	8.94	8.45	**8.62**
11	8	INFOSYS	8.19	8.36	9.02	8.74	**8.58**
4	9	OPTUM	8.71	7.92	8.60	8.61	**8.46**
18	10	NEWGEN	8.07	7.90	8.82	8.76	**8.39**

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12. Reliability

Q12: The supplier meets agreed terms as evidenced by routine, acceptable service level reporting and industry expectations. Depth and breadth of applications/solutions are acceptable in meeting client needs. Online reliability is maximized, and outages/downtimes are minimized. Solid product and service capacities are demonstrated consistently. Service levels are consistently met as agreed. Services support response is maximized by vendor team.

OVERALL RANK	Q12 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.58	9.47	9.42	9.58	**9.51**
12	2	MICROSOFT	9.06	9.27	8.91	9.47	**9.18**
5	3	AT&T	8.12	8.77	8.83	8.90	**8.66**
2	4	CLEARDATA	8.39	8.60	8.40	9.20	**8.65**
10	5	REDOX	9.08	8.82	8.42	8.27	**8.65**
3	6	AWS	8.66	8.57	7.99	8.92	**8.54**
6	7	VERADIGM	8.71	8.72	8.13	8.16	**8.43**
17	8	VIRTUSA	8.38	8.06	8.55	8.14	**8.28**
8	9	ACCENTURE	8.52	8.32	8.28	7.98	**8.28**
7	10	EXL SERVICE	7.63	8.18	7.95	8.89	**8.16**

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13. Brand image and marketing communications

Q13: The vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual product and service deliverables. Image is consistent with top rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued. Company image and integrity are values upheld top-down consistently. Elevated level of relevant client communications enhances the vendor – user relationship.

OVERALL RANK	Q13 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.75	9.69	9.87	9.99	**9.79**
4	2	OPTUM	8.53	9.82	9.79	9.41	**9.43**
2	3	CLEARDATA	9.48	9.78	9.23	8.41	**9.23**
8	4	ACCENTURE	9.37	8.76	9.22	9.00	**9.09**
6	5	VERADIGM	8.51	8.67	8.65	8.34	**8.54**
13	6	VM WARE	8.21	8.91	8.68	8.31	**8.53**
9	7	SALESFORCE	9.00	8.87	8.14	7.89	**8.48**
3	8	AWS	8.34	8.72	7.77	8.52	**8.34**
10	9	REDOX	7.49	8.04	8.75	8.14	**8.11**
12	10	MICROSOFT	8.30	8.34	7.61	8.10	**8.09**

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14. Marginal Value Adds

Q14: Beyond stimulus achievement, the vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that effect major client satisfaction or costs. Vendor offers value-adds as a practice management partner in cost savings and avoidance initiatives and creative programs through bundled product design. Provides true business transformation opportunities healthcare settings utilizing technologies.

OVERALL RANK	Q14 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.79	9.82	9.50	9.81	**9.73**
13	2	VM WARE	9.30	9.19	9.07	9.35	**9.23**
18	3	NEWGEN	9.43	9.11	8.79	9.12	**9.11**
3	4	AWS	8.76	9.07	8.61	8.90	**8.84**
14	5	PLEXIS	9.10	8.84	8.40	8.51	**8.71**
7	6	EXL SERVICE	8.50	9.21	8.35	8.55	**8.65**
8	7	ACCENTURE	8.19	8.71	9.28	8.07	**8.56**
2	8	CLEARDATA	7.58	8.72	8.63	9.26	**8.55**
15	9	CHANGE HC	8.23	8.25	8.18	8.39	**8.28**
12	10	MICROSOFT	7.84	8.41	7.65	8.53	**8.11**

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15. Financial Viability and Managerial Stability

Q15: Vendor's viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principles to steward appropriate resources that impact buyers. The client is confident of long-term industry viability for this vendor based on investments, client adoption, exceptional outcomes, and service levels. Field management is notably competent, stable, and supportive of clients. The vendor demonstrates and provides evidence of competent fiscal management.

OVERALL RANK	Q15 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
3	1	AWS	9.64	9.77	9.62	9.51	**9.64**
1	2	INOVALON	9.58	9.56	8.99	9.75	**9.47**
2	3	CLEARDATA	9.42	9.30	9.45	9.45	**9.41**
9	4	REDOX	9.02	8.77	8.50	9.17	**8.87**
7	5	EXL SERVICE	9.15	8.42	8.99	8.77	**8.83**
9	6	SALESFORCE	7.99	8.47	8.66	8.12	**8.31**
6	7	VERADIGM	7.76	8.20	8.13	8.26	**8.09**
4	8	OPTUM	8.15	8.32	7.65	8.15	**8.07**
12	9	MICROSOFT	7.16	7.01	7.29	8.96	**7.61**
11	10	INFOSYS	6.86	6.92	7.40	8.48	**7.42**

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16. Data Security, Patient Privacy and Backup Services

Q16: In order to provide secure and constantly dependable payer service offerings for healthcare delivery providers, the vendor has to provide the highest level of security and data back-up services. The vendor's service in these two areas is superior to the security and back-up system of past internal systems of the managed care organization or insurer.

OVERALL RANK	Q16 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.65	9.79	9.69	9.67	**9.70**
17	2	VIRTUSA	9.35	9.31	9.42	9.26	**9.34**
6	3	VERADIGM	8.71	8.77	9.32	9.00	**8.95**
4	4	OPTUM	8.84	8.51	8.98	8.98	**8.83**
11	5	INFOSYS	9.09	8.30	9.10	8.75	**8.81**
10	6	REDOX	8.82	8.73	8.83	8.46	**8.71**
3	7	AWS	8.57	8.66	8.29	8.85	**8.59**
15	8	CHANGE HC	7.78	8.85	8.83	8.89	**8.59**
2	9	CLEARDATA	8.12	8.69	8.70	8.82	**8.58**
9	10	SALESFORCE	8.15	8.99	8.90	8.24	**8.57**

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17. Support and Customer Care

Q17: Account management provides an adequate amount of onsite administration and support to clients. There exists a formal account management program that meets client needs. Media and clients reference this vendor as a services leader and top vendor correctly. Customer services and relationship satisfaction is manifested through significant flagship clients as well as smaller and newest customers similarly. Vendor provides an appropriate number of accessible support and customer care personnel.

OVERALL RANK	Q17 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.68	9.60	9.77	9.77	**9.71**
2	2	CLEARDATA	9.41	9.34	9.48	9.40	**9.41**
3	3	AWS	9.53	9.11	9.32	9.56	**9.38**
6	4	VERADIGM	8.86	9.42	9.17	9.50	**9.24**
10	5	REDOX	9.35	9.13	8.64	9.12	**9.06**
9	6	SALESFORCE	8.34	8.35	8.92	8.82	**8.61**
5	7	AT&T	8.21	9.05	8.83	8.28	**8.59**
2	8	CLEARDATA	8.58	8.57	8.14	8.81	**8.53**
8	9	ACCENTURE	7.85	8.38	9.10	8.70	**8.51**
7	10	EXL SERVICE	8.63	7.68	8.87	8.71	**8.47**

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18. Best of Breed Technology and Process Improvement Developments

Q18: The practice management and related technology services are considered best of breed. Vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. Payer tech services are delivered at or above current/former in-house service levels. Technology is current and relevant to exchanging health information among providers, as well as sufficiently offering patient access.

OVERALL RANK	Q18 CRITERIA RANK	PAYER IT COMPANY	HMO GROUP STAFF NETWORK IPA	PPO EPO POS	GOVERNMENT MEDICARE MEDICAID	OTHER INSURERS PBM PAYVIDERS DENTAL	MEAN
1	1	INOVALON	9.68	9.60	9.77	9.77	**9.71**
15	2	CHANGE HC	9.41	9.34	9.48	9.40	**9.41**
19	3	PEGA	9.53	9.11	9.32	9.56	**9.38**
6	4	VERADIGM	8.86	9.42	9.17	9.50	**9.24**
10	5	REDOX	9.35	9.13	8.64	9.12	**9.06**
9	6	SALESFORCE	8.34	8.35	8.92	8.82	**8.61**
5	7	AT&T	8.21	9.05	8.83	8.28	**8.59**
2	8	CLEARDATA	8.58	8.57	8.14	8.81	**8.53**
8	9	ACCENTURE	7.85	8.38	9.10	8.70	**8.51**
7	10	EXL SERVICE	8.63	7.68	8.87	8.71	**8.47**

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Appendix

Black book market research surveys & it user polling

We hope that the data and analysis in this report will help you make informed and imaginative business decisions. If you have further requirements, the Black Book research team may be able to help you. For more information about Black Book's custom survey capabilities, please contact us directly at research@blackbookmarketresearch.com

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