



# **Concentrix CMS in Healthcare (Payer and Provider Support)**

## **Vendor Assessment**

Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on Concentrix is a comprehensive assessment of Concentrix's healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the healthcare sector and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

Concentrix Corporation (Concentrix) is a wholly owned subsidiary of SYNEX Corporation, which is a public company. Concentrix is headquartered in Fremont, California. It has operations in 25 countries, and has ~54k employees supporting clients from ~70 locations.

The majority of Concentrix's CMS healthcare clients are based in the U.S. It provides CMS in support in a range of offerings including:

Payer support:

- Member acquisition and enrollment
- Claims processing and adjudication
- Analytics and automation
- Billing and collections
- Voice of customer (VOC) program.

Provider support:

- Clinical claims review
- Provider appeals
- Provider coding
- Validation and verification
- Accounts receivable.

Concentrix has delivery centers in support of its CMS healthcare clients in India, the Philippines, the U.S., Nicaragua, and Costa Rica.

## Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix's healthcare sector CMS offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's CMS healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



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## Report Length

10 pages

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