

Conduent Named a Leader in NelsonHall Healthcare Payer Operational Transformation Assessment

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NelsonHall highlights Company's ability to create value across health payer value chain, its product roadmap and strategy for growth

FLORHAM PARK, N.J.--(BUSINESS WIRE)-- NelsonHall has again named **Conduent Incorporated** (Nasdaq: CNDT), a global technology-led business solutions and services company, a Leader across all five categories in the NelsonHall 2024 NEAT Report for Healthcare Payer Operational Transformation. Conduent achieved the Leader designation based on strong core offerings for government and commercial health plans, including Medicare Advantage, and strong capabilities in automation of enrollment processing and document digitization, relative to its peers.

Conduent was recognized as a Leader across all categories evaluated by the NelsonHall vendor assessment:

- Overall
- Claims management and administration
- Member engagement services and enrollment
- Care management and wellness services
- Provider management/administration and network management

Bilal Chaudhry, Principal Healthcare & Insurance Analyst at NelsonHall, said "Conduent was identified as a leader in our assessment based on its ability to deliver benefits to clients with its proprietary IP, product roadmap and strategy for growth spanning current, inflight and future stages. Conduent demonstrated achieved results and value creation, which reflects its commitment to client success and ability to maintain long-term partnerships."

The report also acknowledges Conduent's well-balanced mix of public and private health payer clients and its ability

to address industry pain points such as legacy system modernization, eliminating manual processes and meeting or exceeding medical loss ratios (MLR).

“Conduent Health Plan Solutions span the health payer value chain to improve member and provider experiences, streamline process workflows and reduce costs. Our strategic roadmap enables us to deliver greater value to public and private health payers that are seeking increased member loyalty, improved operational performance and advancements in health equity,” said Mike McDaniel, Group President, Commercial Solutions at Conduent.

From member enrollment to claims management, the company’s solutions and services have helped health insurance companies engage members, meet compliance requirements, optimize cost of care and improve overall operational performance for more than 40 years. Conduent partners with 9 of the top 10 U.S. health plans and processes more than one billion healthcare claims a year. Visit Conduent’s **Healthcare Payer** site to learn more.

About Conduent

Conduent delivers digital business solutions and services spanning the commercial, government and transportation spectrum – creating valuable outcomes for its clients and the millions of people who count on them. The Company leverages cloud computing, artificial intelligence, machine learning, automation and advanced analytics to deliver mission-critical solutions. Through a dedicated global team of approximately 55,000 associates, process expertise and advanced technologies, Conduent’s solutions and services digitally transform its clients’ operations to enhance customer experiences, improve performance, increase efficiencies and reduce costs. Conduent adds momentum to its clients’ missions in many ways including disbursing approximately \$100 billion in government payments annually, enabling 2.3 billion customer service interactions annually, empowering millions of employees through HR services every year and processing nearly 13 million tolling transactions every day. Learn more at www.conduent.com.

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s analysis is based on rigorous, primary research, and is widely respected for the quality and depth of its insight.

Note: To receive RSS news feeds, visit www.news.conduent.com. For open commentary, industry perspectives, and views, visit <http://twitter.com/Conduent>, <http://www.linkedin.com/company/conduent> or

<http://www.facebook.com/Conduent> .

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