Healthcare Payer BPO – Service Provider Profile Compendium

Healthcare & Life Sciences BPS
Market Report: August 2016 – Preview Deck

EGR-2016-12-PD-1883

Our research offerings for global services

- Market Vista™
  Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available
- BFSI[1] Information Technology
- BFSI[1] Business Process
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- Healthcare & Life Sciences BPS
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- Procurement
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- Recruitment & Talent Acquisition
- Contact Center
- Service Optimization Technologies
- Transaction Intelligence

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- The full report is included in the following subscription(s)
  – Healthcare & Life Sciences BPS
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Corporate Headquarters
Office: +1-214-451-3000
info@everestgrp.com

European Headquarters
Office: +44-207-129-1318
unitedkingdom@everestgrp.com

1 Banking, financial services, and insurance

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Everest Group
RESEARCH

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Healthcare payer BPO – overview

Company profile: [illegible]

Key leaders

- [illegible]
- [illegible]
- [illegible]
- [illegible]

Headquarters: [illegible]
Website: [illegible]

	2013	2014	H1 2015[1]
Revenue (US$ million)	[illegible]	[illegible]	[illegible]
Number of FTEs	[illegible]	[illegible]	[illegible]
Number of clients	[illegible]	[illegible]	[illegible]

Recent acquisitions and partnerships

- [illegible]
- [illegible]
- [illegible]

Suite of services

- [illegible]
- [illegible]
- [illegible]
- [illegible]

Recent developments

- [illegible]

Source: Everest Group (2016)

Healthcare payer BPO – key delivery locations

Source: Everest Group (2016)

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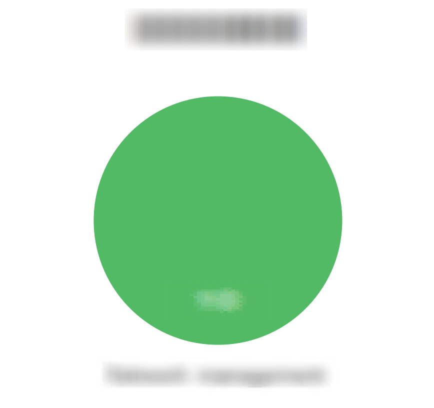
Healthcare payer BPO – capabilities and key clients

Key healthcare payer BPO engagements

Client name	Processes served	Region	Client since
[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]

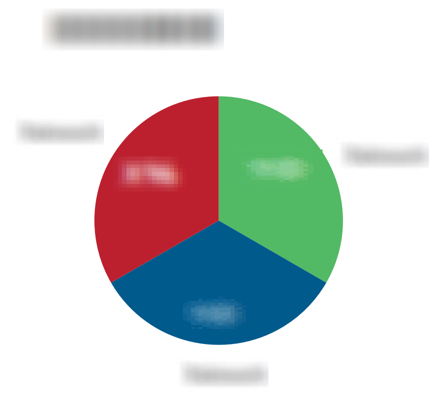
Healthcare payer BPO FTE mix by segment
FTEs in numbers

Healthcare payer BPO revenue mix by geography
Revenue in US$ million



Healthcare payer BPO FTE split by delivery location
FTEs in numbers

Healthcare payer BPO number of contracts by buyer size[1]
Number of active clients



1 Buyer size is defined as large (>US$10 billion in revenue), medium (US$5-10 billion in revenue), and small (<US$5 billion in revenue)
Note: Based on contractual and operational information till June 2015
Source: Everest Group (2016)

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Healthcare payer BPO – technology solutions/tools

Solution name	Processes served	Year launched	Description	No. of BPO clients
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Source: Everest Group (2016)

Healthcare payer BPO – Everest Group assessment

Measure of capability: Best-in-class / Not mature

Leaders / Major Contenders / Aspirants

Delivery capability						Market success
Scale	Scope	Technology and innovation	Delivery footprint	Buyer satisfaction	Overall	

Strengths

- Accenture invested in expanding Healthcare Payer BPO through strategic investments across Accenture's growth platforms (consulting, technology, outsourcing, and digital) and within their health industry vertical
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- Accenture invested in expanding Healthcare Payer BPO through strategic investments across Accenture's growth platforms (consulting, technology, outsourcing, and digital) and within their health industry vertical

Areas of improvement

- Accenture invested in expanding Healthcare Payer BPO through strategic investments across Accenture's growth platforms (consulting, technology, outsourcing, and digital) and within their health industry vertical
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Source: Everest Group (2016)

Healthcare & Life Sciences BPS research calendar

Published | Current

Topic	Release date
Healthcare Payer BPO – State of market with PEAK Matrix™ Assessment	February 2015
Healthcare Payer BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	January 2016
Wipro Bets Big on Healthcare through the HealthPlan Services Acquisition	February 2016
Healthcare Payer BPO – Annual Report 2016	August 2016
Healthcare Payer BPO – Service Provider Profile Compendium	August 2016
Healthcare Payer BPO – Viewpoint on Medicaid and Medicare BPO	Q3 2016
Healthcare Provider BPO – State of market for RCM BPO	Q4 2016
Healthcare Payer BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2016	Q4 2016
Healthcare Payer BPO – Annual Report 2016	Q1 2017
Life Sciences BPO – Viewpoint on Pharmacovigilance BPO	Q1 2017
Life Sciences BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2016	Q1 2017
Healthcare Payer BPO – Service Provider Compendium 2016	Q2 2017
Life Sciences BPO – Annual Report 2017	Q2 2017
Life Sciences BPO – Service Provider Compendium 2017	Q3 2017

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Additional BPS research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Healthcare Payer BPO – Service Provider Landscape with PEAK Matrix™ Assessment** (EGR-2016-12-R-1680); 2016. Driven by ObamaCare, the market for third-party BPO in healthcare payer space continues to grow at a healthy rate. This report uses Everest Group's proprietary PEAK Matrix to assess and rate service providers on various dimensions of their capabilities. It also includes market share analysis of service providers and Everest Group's remarks on service providers highlighting their key strengths and development areas

2. **IT Outsourcing (ITO) in the Healthcare Payer Industry – Annual Report 2015: Go-to-Market Strategy for Healthcare IT** (EGR-2015-12-R-1618); 2015. This report provides an overview of the IT market for the payer industry. Analysis includes market size & growth, forecasts (up to 2020), demand drivers, adoption & scope trends, key areas of investment, and implications for key stakeholders. The report features a special section on enabling a go-to-market strategy for healthcare IT. Key factors driving systemic transformation and changes include connectivity, care analytics, interoperability, clinician engagement, and payment systems

3. **Healthcare Payer BPO – State of market with PEAK Matrix™ Assessment** (EGR-2015-12-R-1367); 2015. Driven by ObamaCare, the market for third-party BPO in healthcare payer space grew at a healthy rate in 2013. Greater demand for BPO services from the smaller payers led to a slight shift in the buyer adoption. Also, growth of the claims management process was outpaced by several other processes. Factors, such as rise of health insurance exchanges, increased regulatory governance, control of fraud, waste, and abuse, and convergence of payers and providers, emerged as the key drivers shaping this market for the future

For more information on this and other research published by Everest Group, please contact us:

Anupam Jain, Practice Director: anupam.jain@everestgrp.com
Manu Aggarwal, Practice Director: manu.aggarwal@everestgrp.com
Amardeep Modi, Senior Analyst: amardeep.modi@everestgrp.com
Arushi Diwan, Senior Information Specialist: arushi.diwan@everestgrp.com
Ankur Verma, Analyst: ankur.verma@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com

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Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

New York
info@everestgrp.com
+1-646-805-4000

Toronto
canada@everestgrp.com
+1-647-557-3475

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Delhi
india@everestgrp.com
+91-124-284-1000

Stay connected

Websites
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research.everestgrp.com

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Blog
SHERPAS IN BLUE SHIRTS
www.sherpasinblueshirts.com