Healthcare Provider BPO – Service Provider Profile Compendium 2018

Healthcare & Life Sciences BPS
Market Report – December 2017: Complimentary Abstract / Table of Contents

EGR-2017-12-PD-2502

Our research offerings for global services

- **Market Vista™**
  Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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- This report is included in the following subscription(s)
  – **Healthcare and Life Sciences BPS**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**

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

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* Banking, financial services, and insurance

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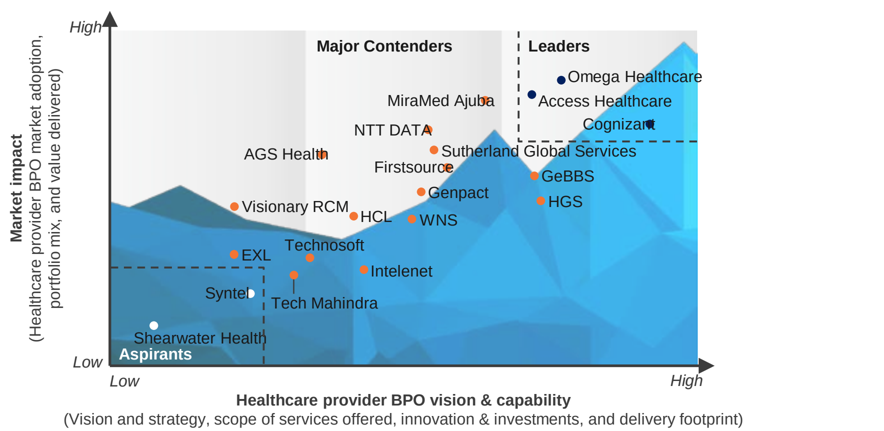
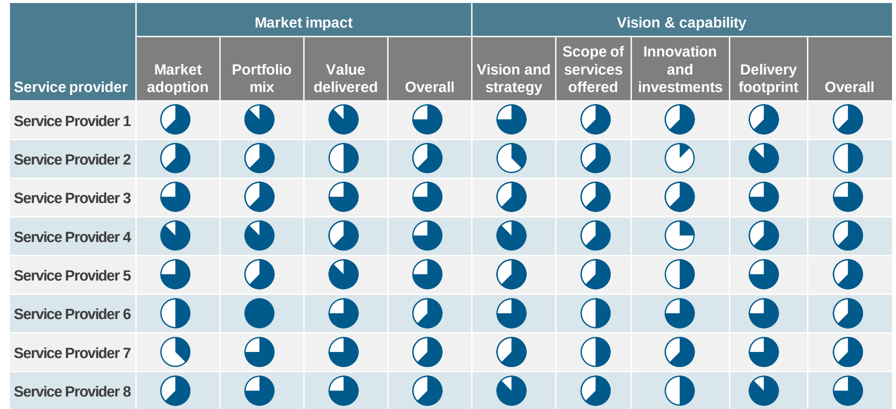
This study offers four distinct chapters providing a deep dive into key aspects of healthcare provider BPO market; below are four charts to illustrate the depth of the report

Everest Group PEAK Matrix™ for healthcare provider BPO



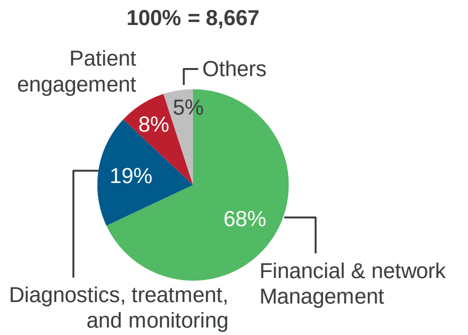
Capability assessment

Measure of capability: Best-in-class, Very high, High, Medium high, Medium, Medium low, Low, Not mature

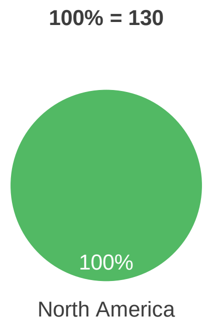


Healthcare provider BPO FTE mix

Healthcare provider BPO FTE mix by segment
Number of FTEs



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



Everest Group's remarks on service providers

Measure of capability: Best-in-class, Very high, High, Medium high, Medium, Medium low, Low, Not mature

Strengths

- A heterogenous client base comprising hospitals, DMEs, onshore specialists, etc. enables XYZ to diversify its revenue risk profile
- Partnership with onshore specialists provides XYZ a symbiotic relationship to mitigate limitations pertaining to offshore-based delivery network
- XYZ has now begin to invest in developing automation solutions (in partnership with a specialist RPA vendor) for processes such as billing and A/R management
- XYZ is also trying to gain foothold in clinical provider BPO market through investments in its Philippines-based delivery center

Areas of improvement

- On the RCM technology side, it has relatively better capabilities, but still way behind market leaders such as ABC, 123, and WXY
- Going forward, XYZ should prioritize making a strategy for its expansion plans in the healthcare provider market

Source: Everest Group (2017)

Research calendar – Healthcare and Life Sciences BPS (HLS BPO)

Published | Planned | Current release

Flagship HLS BPO reports	Release date
Healthcare Payer BPO Annual Report: Value-Based Sourcing Helping Payers Stay Afloat in an Era of Uncertainty	March 2017
Healthcare Payer BPO Service Provider Compendium 2017	April 2017
Life Sciences BPO Service Provider Landscape with PEAK™ Matrix Assessment	June 2017
Life Sciences BPO Annual Report	September 2017
Life Sciences BPO Service Provider Compendium 2017	November 2017
Healthcare Provider BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2017	December 2017
Healthcare Payer BPO – Service Provider Landscape with PEAK™ Matrix Assessment	December 2017
Healthcare provider BPO – Service Provider Profile Compendium 2018	**December 2017**

Thematic HLS BPO reports	Release date
Viewpoint – Wipro Bets Big on Healthcare through the HealthPlan Services Acquisition	February 2016
Viewpoint – Medicaid/Medicare Version 2.0: Exploring the Next Growth Wave in the Market	November 2016
Viewpoint – Will Big Pharma Heed the Call to Bring Jobs Home?	April 2017
Webinar Deck – Trump Cards: Driving Healthcare Innovation During Uncertainty	June 2017
Viewpoint – Innovation in Pharmacovigilance (PV): How to Spend Smarter Not Higher?	June 2017
Viewpoint – Rising Cost of Healthcare in the United States: Can Analytics Help?	August 2017
Viewpoint on Member Engagement of the Future	Q1 2018

Note: For a list of all Healthcare and Life Sciences BPS (HLS BPO) reports published by us, please refer to our website page

Additional BPS research references

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

1. **Healthcare Provider BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2017** (EGR-2017-12-R-2427); 2017. Rising administrative cost is putting significant pressure on the profitability of healthcare providers. Additionally, the entire healthcare provider industry is also facing headwinds from market shift towards value-based payment models. Both these megatrends have multifold impact on the healthcare provider market and are giving rise to emergence of outsourcing as a solution

2. **Rising Cost of Healthcare in the United States** (EGR-2017-10-V-2301); 2017. The cost of healthcare in the United States is rising significantly as compared to other geographies. This has led both payers and providers to eat into each other's margin in the process of optimizing costs for their business. However, the efficient use of analytics can help them to significantly reduce these costs while achieving quality of care. This viewpoint talks about the potential of big data analytics in healthcare, the challenges faced by different segments of payers and providers in the industry, and probable solutions to those challenges in the short and long term

3. **Innovation in Pharmacovigilance – How to Spend Smarter Not Higher** (EGR-2017-12-V-2195); 2017. Despite spending billions of dollars, lack of drug-related Adverse Event (AE) reporting and subsequent drug safety breaches continue to impact millions of lives and cause financial losses. Pouring more money at their Pharmacovigilance (PV) arms is no longer an efficient solution, so what can the pharmaceutical companies do to get out of this quagmire?

4. **Revenue Cycle Management (RCM) Outsourcing Annual Report 2016: Growth on the Back of Declining Provider Margins** (EGR-2016-12-R-2029); 2016. The US$7.5-8.5 billion Revenue Cycle Management (RCM) outsourcing services market represents a significant opportunity with 11-14% anticipated CAGR. Market for the traditionally outsourced RCM functions, such as post-service (medical billing and denial management) is now maturing. However, opportunities in pre-service (eligibility verification and appointment scheduling) and service functions (coding and charge capture) are gaining traction.

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

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