



Healthcare Payer BPS – Service Provider Profile Compendium 2019

Healthcare & Life Sciences Business Process Services (HLS BPS)
Market Report – June 2019: Complimentary Abstract / Table of Contents

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

XXX | Healthcare payer BPS (page 1 of 4) Overview

Company overview
XXX is a global professional services company, providing a broad range of services and solutions in strategy, consulting, digital technology, and operations. Combining unmatched experience and specialized skills across more than 30 industries and all business functions, XXX works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With 57,000 people serving clients in more than 150 countries, XXX drives innovation to improve the way the world works and lives.

Key leaders
• XXX, Chief Executive Officer
• XXX, Chief Financial Officer
• XXX, Chief Operating Officer
• XXX, Group Chief Executive, Health & Public Service

Headquarters: XXX, XXX

Website: www.xxx.com

Suite of services
• Claims management
• Network management
• Care management
• Member engagement
• Product development
• Risk and compliance

Healthcare payer BPS	2016 ¹	2017 ¹	2018 ¹
Revenue (US\$ million)	XXX	XXX	XXX
Number of FTEs	XX	XX	XX
Number of clients	X	X	X

Recent acquisitions and partnerships
• 2018: Acquired XXX, a technology services firm specializing in the design, implementation and management of big data and search analytics.
• 2017: Acquired XXX, a U.S.-based research and laboratory informatics technology consulting firm, to enhance XXX's ability to apply digital technologies to revolutionize variety of industries, spanning
• 2016: Acquired XXX, a pay experience in implementation

Recent developments
• 2018: Continued to leverage in XXX and XXX, innovative, to help them along the journey
• 2018: Providing ongoing support including continuing to support

XXX | Healthcare payer BPS (page 2 of 4) Key delivery locations



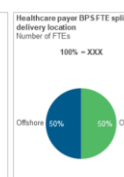
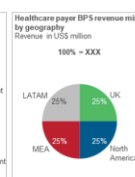
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XXX | Healthcare payer BPS (page 3 of 4) Capabilities and key clients

Key healthcare payer BPS engagements

Client name	Processes served	Region	Client since
ABC	Member engagement	North America	2018
ABC	Claims management	North America	2017
ABC	Claims management	North America	2016
ABC	Member engagement	North America	2015



¹ Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$1-10 billion in revenue), and small (<US\$1 billion in revenue). Based on contractual and operational information as of June 2018.

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XXX | Healthcare payer BPS (page 4 of 4) Technology solutions/tools

Solution name	Processes served	Year launched	Description	No. of BPS clients
Analytics	Care management	2018	An analytical model to determine the rate at which computed and magnetic resonance imaging orders changed or withdrawn during consultation were initiated.	1
Chatbot	Member engagement	2018	NLP-based chatbot enabled with procedural guidance system using AI to help patients and their physicians to get treatment from the best medical facilities.	1
Cognitive AI-based data capture tool	Care management	2018	This tool helps in capturing key information from unstructured documents.	1
Provider scoring tool	Network management	2017	A tool that measures the efficiency and effectiveness of a provider.	1
Quality of care decision support system	Care management	2017	A decision support system for enabling and guiding on alternate clinical treatments and procedures.	1
Health analytics	Claims management	2016	Automated matching of claim parameters against a rule library with built-in validation steps to ensure accurate processing and automated retrieval.	1
Business configuration accelerator	Care management	2016	An end-to-end platform solution for enabling LHM decisions on behalf of clients.	1

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Research calendar – Healthcare and Life Sciences BPS

Published
 Planned
 Current release

Flagship HLS BPS reports

Release date

Healthcare Automation Services PEAK Matrix™ Assessment with Service Provider Landscape - 2019	February 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Healthcare Payer BPS Market	March 2019
Healthcare Report Card 2018 – Outlook for 2019, and Enterprise Initiatives and Service Provider Performance in 2018	March 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Healthcare Payer BPS Market	March 2019
Life Sciences Report Card 2018 – Outlook for 2019, and Enterprise Initiatives and Service Provider Performance in 2018	April 2019
Healthcare Payer Business Process Services PEAK Matrix™ Assessment 2019	April 2019
Revenue Cycle Management BPO – Service Provider Landscape 2019	June 2019
Healthcare Payer BPO – Service Provider Profile Compendium 2019	June 2019
Makings of a successful sourcing relationship – Deal trends in RCM	Q3 2019
Clinical and care management services – Service Provider Landscape 2019	Q3 2019
Revenue Cycle Management BPO – Service Provider Profile Compendium 2019	Q3 2019
CRO Service Provider Landscape	Q4 2019

Thematic HLS BPS reports

Rising Cost of Healthcare in the United States: Can Analytics Help?	August 2017
Pharma Sales & Marketing: Old Strategies Into New Methods Focus on Transmutation Rather Than Transformation	June 2018
RCM - new haven for investor money	Q3 2019
RCM 2.0 - what's next for the BPO industry	Q3 2019
Life beyond claims: A payer's perspective	Q2 2019

Note: For a list of all of our published HLS BPS reports, please refer to our [website page](#)

Additional Healthcare and Life Sciences BPS research references

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

1. **Healthcare Payer Business Process Services PEAK Matrix™ Assessment 2019** ([EGR-2019-20-R-3141](#)); 2019. With multiple M&As and partnerships being announced, healthcare payers have had a busy last couple of years. Quest for consolidation across the value chain has led payers to merge with PBMs, acquire providers, and invest in technology consortia. Additionally, entry of technology firms, such as Amazon, Apple, and Microsoft, and the rise of new-age digital health insurers further complicates the market scenario for traditional health insurers. All these, when coupled with ongoing perennial challenges related to transition to value-based care, regulations, rise of consumerism, provider consolidation, and increasing medical costs, continue to push payers to look for ways and means to not only survive in this space but also thrive. With this slew of changes, the healthcare in the United States is at an inflection point, with everything from member engagement to administrative management to care management being transformed. For payers, the path ahead lies in transforming the way they, typically, work by imbibing technology
2. **Makings of a Successful Sourcing Relationship – Deal Trends in Healthcare Payer BPS Market** ([EGR-2019-20-R-3119](#)); 2019. Healthcare payers have always been sluggish in making sweeping technology changes and this year is no different. However, the digital solutions have provided payers the perfect combination of investments and the associated ROIs. This report discusses some of the digital adoption trends by payers and their leverage of third-party service providers in doing so. In addition to leveraging digital assets, payers are also looking for support in areas beyond the traditionally-outsourced claims-associated processes. From creating meaningful member touchpoints to driving higher quality of care, several initiatives have been taken up by all classes of healthcare payers in the US. This report provides initial adoption trends around some of these services as well as matches payer types to areas of interests
3. **Healthcare Business Process Automation Solutions PEAK Matrix™ Assessment 2019** ([EGR-2019-20-R-3057](#)); 2019. Healthcare enterprises have traditionally relied on outsourcing and offshoring to improve their business across multitude of parameters such as reducing costs, improving productivity and efficiency, and gaining access to talent and enhanced business continuity. Now with most of these benefits being realized and slowly reaching the saturation stage, when coupled with some of the market changes, healthcare enterprises are looking at other ways to extract incremental benefits. This is where digital solutions play a critical role and within digital, automation (RPA and AI) is one such solution that has garnered maximum mindshare of enterprises during the last few years

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