



# **Revenue Cycle Management (RCM) Business Process Services (BPS) Service Provider Profile Compendium 2019**

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

# Our research offerings for global services

<ul style="list-style-type: none"> <li>▶ <b>Market Vista™</b> Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available</li> </ul>	
<ul style="list-style-type: none"> <li>▶ Application Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Human Resources</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Banking &amp; Financial Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Banking &amp; Financial Services</li> </ul>
<ul style="list-style-type: none"> <li>▶ <b>BPS   Healthcare &amp; Life Sciences</b></li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Healthcare</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Insurance</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Insurance</li> </ul>
<ul style="list-style-type: none"> <li>▶ Catalyst™</li> </ul>	<ul style="list-style-type: none"> <li>▶ IT Services Executive Insights™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Cloud &amp; Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Life Sciences</li> </ul>
<ul style="list-style-type: none"> <li>▶ Customer Experience Management Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Locations Insider™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Data &amp; Analytics</li> </ul>	<ul style="list-style-type: none"> <li>▶ PricePoint™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Digital Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Procurement</li> </ul>
<ul style="list-style-type: none"> <li>▶ Engineering Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Recruitment &amp; Talent Acquisition</li> </ul>
<ul style="list-style-type: none"> <li>▶ Enterprise Platform Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Service Optimization Technologies</li> </ul>
<ul style="list-style-type: none"> <li>▶ Finance &amp; Accounting</li> </ul>	

## Membership information

- This report is included in the following research program(s)
  - [Healthcare & Life Sciences Business Process Services \(HLS BPS\)](#)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at [info@everestgrp.com](mailto:info@everestgrp.com), [unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com), or [india@everestgrp.com](mailto:india@everestgrp.com)

## More about membership

In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

## 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

# Table of contents

Topic	Page no.
Introduction and methodology .....	5
Section I: RCM BPS service provider landscape snapshot .....	8
Section II: Profiles of RCM BPS Leaders .....	15
• Access Healthcare .....	16
• Cognizant .....	21
• nThrive .....	31
• Optum360 .....	35
• R1 RCM .....	41
Section III: Profiles of RCM BPS Major Contenders .....	45
• AGS Health .....	46
• Atos .....	50
• Exela Technologies .....	55
• GeBBS .....	59
• Genpact .....	65
• HCL .....	70
• HGS .....	76
• IKS Health .....	81
• MedAssist (Firstsource) .....	85
• MiraMed Ajuba .....	90
• NTT DATA .....	94

# Table of contents

Topic	Page no.
• Omega Healthcare .....	99
• Sutherland Global Services .....	103
• Teleperformance .....	109
<b>Section IV: Profiles of RCM BPS Aspirants .....</b>	<b>116</b>
• Apexon Health .....	117
• Shearwater Health .....	122
• Visionary RCM .....	127
• WNS Global Services .....	131
<b>Section V: Appendix .....</b>	<b>136</b>
• PEAK Matrix framework .....	137
• Glossary of terms .....	139
• Research calendar .....	140
• References .....	141

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

XXX | RCM BPS profile (page 1 of 4)

Overview

Company profile:

XXX is a global professional services company, providing a broad range of services. XXX works at the intersection of business and technology to help clients performance and create sustainable value for their stakeholders. With 21 serving clients in more than 30 countries, XXX drives innovation to improve world works and lives. The software and services include solutions for financial accounting, human capital management, and legal management, as well as solutions for banking, healthcare, insurance, and public sectors.

Key leaders

- XXX, Chief Executive Officer
- XXX, Chief Financial Officer
- XXX, Chief Operating Officer

Headquarters: XX, XXX

Website: <http://companywebsite.com/>

Suite of services offered:

- Pre-service
- Service
- Post-service

RCM BPS

2016

2017

2018

XXX | RCM BPS profile (page 2 of 4)

Key delivery locations



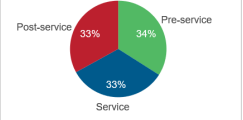
XXX | RCM BPS profile (page 3 of 4)

Capabilities and key clients

Client name	Processes served
ABC	Pre-service
ABC	Service
ABC	Post-service
ABC	Service and post-service
ABC	Pre-service and service

RCM BPS FTE mix by segment

Number of FTEs



RCM BPS revenue in U.S. dollars

LAT


M

XXX | RCM BPS profile (page 4 of 4)

Technology solutions/tools

Solution name	Processes served	Year launched	Description	No. of BPS clients
Analytics	Service	2019	The tool updates the charges manually/automatically from the scanned/typed chargesheet onto the billing application/module	1
Denial management analytics	Post-service	2018	It is a predictive analytics tool/solution in pre-bill stage that determines the probability of an account being denied by the payer. It provides customized prescriptive actionable business insights and recommendations for claims processing	1
Billing edits	Pre-service	2017	This tool helps in capturing key information from unstructured documents and provides from the scanned/typed chargesheet onto the billing application/module	1
Support system	Post-service	2016	A tool that measures the efficiency and effectiveness of a provider	1
Coding	Service and post-service	2015	A data visualization and data aggregation tool utilized to report, collaborate, and act upon insights and findings	1
Care coding	Service	2014	An analytical model to determine the rate at which computed and magnetic resonance imaging orders changed or withdrawn during consultation were reinitiated	1
Payment audit	Post-service	2013	It facilitates zero EOB posting. It provides customized prescriptive actionable business insights and recommendations for claims processing	1

1 Represents information for period ending December 31, 20XX




Copyright © 2019, Everest Global, Inc.



Copyright © 2019, Everest Global, Inc.



Copyright © 2019, Everest Global, Inc.



Copyright © 2019, Everest Global, Inc.

Everest Group<sup>®</sup>  
RESEARCH

Copyright © 2019, Everest Global, Inc.  
EGR-2019-20-CA-3323

5

# Research calendar – Healthcare and Life Sciences BPS

Published
  Planned
  Current release

## Flagship HLS BPS reports

### Release date

Healthcare Report Card 2018 – Outlook for 2019, and Enterprise Initiatives and Service Provider Performance in 2018 .....	March 2019
Life Sciences Report Card 2018 – Outlook for 2019, and Enterprise Initiatives and Service Provider Performance in 2018 .....	March 2019
Healthcare Payer BPO PEAK Matrix™ with Service Provider Landscape – 2019 .....	April 2019
Healthcare Payer BPS Service Provider Compendium .....	June 2019
Revenue Cycle Management (RCM) Business Process Services PEAK Matrix™ Assessment 2019 .....	June 2019
<b>Revenue Cycle Management (RCM) Business Process Services (BPS) Service Provider Profile Compendium 2019 .....</b>	<b>September 2019</b>
Makings of a successful sourcing relationship – Deal trends in RCM .....	Q3 2019
Comprehending the buyer's sourcing mindset .....	Q3 2019
Life Beyond Claims: A Payer's Perspective .....	Q3 2019

## Thematic HLS BPS reports

Innovation in Pharmacovigilance (PV): How to Spend Smarter Not Higher? .....	June 2017
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
The Digitalization Rhapsody: Enabling Clean Claims Through Digital Means .....	March 2019
The Quintessential Case for the Amazonization of the Health Plan Enrollment Process .....	May 2019
The Rise and Rise of Revenue Cycle Management (RCM) Services Market .....	Q3 2019
RCM 2.0 - what's next for the BPO industry .....	Q4 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. **Revenue Cycle Management (RCM) Business Process Services PEAK Matrix™ Assessment 2019** ([EGR-2019-20-R-3212](#)); 2019. For healthcare providers in the United States who spend ~US\$400 billion every year on administrative services, utilization of third-party service providers is key to address process inefficiencies. Driven by opening up of the healthcare providers to outsourcing, RCM BPS market is growing at a fast pace. This report covers the leading RCM BPS providers in the market along with their areas of expertise
2. **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.
3. **Healthcare Analytics Services PEAK Matrix™ Assessment with Service Provider Landscape – 2019** ([EGR-2018-20-R-2898](#)); 2018. The labor arbitrage model is steadily reaching a point where enterprises have to look toward other avenues to continue to benefit from outsourcing. Digital technologies, such as analytics, are a potential solution for buyers to improve process efficiency while lowering cost (in the long term). The healthcare analytics services market is showing a double-digit growth rate, with demand coming not only from traditional administrative segments but also from new areas such as care management and member engagement. As a result, the supplier landscape is filled with a multitude of players offering these services under different models. The report will explore some of the leading players in this market.

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

<b>Manu Aggarwal</b> , Practice Director:	<a href="mailto:manu.aggarwal@everestgrp.com">manu.aggarwal@everestgrp.com</a>
<b>Naman Sharma</b> , Senior Analyst:	<a href="mailto:naman.sharma@everestgrp.com">naman.sharma@everestgrp.com</a>
<b>Abhinav Aggarwal</b> , Senior Analyst:	<a href="mailto:abhinav.aggarwal@everestgrp.com">abhinav.aggarwal@everestgrp.com</a>
<b>Harshita Saaran</b> , Senior Information Specialist	<a href="mailto:harshita.saaran@everestgrp.com">harshita.saaran@everestgrp.com</a>

Website: [www.everestgrp.com](http://www.everestgrp.com) | Phone: +1-214-451-3000 | Email: [info@everestgrp.com](mailto:info@everestgrp.com)



## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

### Dallas (Headquarters)

info@everestgrp.com  
+1-214-451-3000

### Bangalore

india@everestgrp.com  
+91-80-61463500

### Delhi

india@everestgrp.com  
+91-124-496-1000

### London

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

### New York

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

### Toronto

canada@everestgrp.com  
+1-416-388-6765

## Stay connected

### Website



[www.everestgrp.com](http://www.everestgrp.com)

### Social Media



@EverestGroup



@Everest Group

### Blog



[www.everestgrp.com/blog/](http://www.everestgrp.com/blog/)