

Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021

December 2020: 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

Contents

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1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background of the research	8
2. RCM operations service provider landscape snapshot	9
• PEAK Matrix framework	10
• Everest Group PEAK Matrix® for RCM operations	13
• Service provider capability summary dashboard	14
3. Profiles of RCM operations service providers	18
• Leaders	18
– Access Healthcare	19
– Cognizant	24
– GeBBS	31
– nThrive	36
– Omega Healthcare	41
– Optum	46
– R1 RCM	53
• Major Contenders	58
– AGS Health	59
– Atos	64

Contents

• Major Contenders (continued)	
– Exela Technologies	70
– Genpact	76
– HCL Technologies	81
– HGS	88
– Himagine Solutions	93
– IKS Health	98
– Medassist (Firstsource)	103
– Miramed Ajuba	108
– NTT DATA	113
– Sutherland Global Services	118
– Teleperformance	124
– WNS Global Services	131
• Aspirants	136
– ACU-Serve	137
– Aviacode	142
– Prochant	147
– Shearwater Health	152
– Visionary RCM	158
4. Appendix	163
• Glossary	164
• Research calendar	165

The RCM Operations Service Provider Compendium report has over 26 service provider profiles

Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021

Service Provider | RCM operations profile (page 1 of 5)
Overview

Company overview

Service Provider provides BPO, applications services, and RPA tools to related service providers. It operates from 19 delivery centers across Philippines. With 11,000+ staff, it provides revenue cycle solutions to emerging best practices, and global delivery. The company supports specialties, processes over US\$70 billion of A/R annually, and ascribes per year.

Key leaders

- Leader 1, Chairman & CEO
- Leader 2, Vice Chairman
- Leader 3, President and Managing Director
- Leader 4, President, US Operations
- Leader 5, CEO, ABC, and President, Hospital Business, Service Provider

Headquarters: Chennai, India

Website: [www.ABC.com](#)

Suite of services:


- Patient engagement
- Financials & network management
- Care management

1 12 months ending December 31 of any particular year, i.e., from January 1

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Service Provider | RCM operations profile (page 2 of 5)
Key delivery locations



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Service Provider | RCM operations profile (page 3 of 5)
Capabilities and key clients

RCM operations mix by segment

Number of FTEs

100% = 11,662

Care management (1%)
Patient engagement 3%
Others 93%
Financials & network management

Key RCM operations engagements

Client name Processes served

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Service Provider | RCM operations profile (page 4 of 5)
Technology solutions/tools

Solution name	Processes served
Echorev	Patient engagement, diagnostics, treatment, & monitoring, and financials & network management
Echoclock	Patient engagement, diagnostics, treatment, & monitoring, and financials & network management
Echobot	Others
Arc.flow	Patient engagement, diagnostics, treatment, & monitoring, and financials & network management
Echosmrt	Patient engagement, diagnostics, treatment, & monitoring, and financials & network management
Echopay	Financials & network management
Arc. Extranet	Patient engagement, diagnostics, treatment, & monitoring, and financials & network management
Arc. dashboard	Patient engagement, diagnostics, treatment, & monitoring, and financials & network management

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Service Provider | RCM operations profile (page 5 of 5)
Everest Group assessment – Leader

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
●	○	●	●	○	○	○	●	○

Strengths

- Service Provider is one of the biggest offshore-based RCM specialists in the market, operating across the entire value chain
- It is also strengthening its value proposition as an end-to-end RCM service provider by expanding into niche areas, such as prior authorization and medical scribing services
- Service Provider's association with ABC has helped them to establish a good rapport with the clients. Some of the referenced clients highlighted that their strong understanding of ABC's billing solution, sets them apart from competition
- Service Provider has been liberal in leveraging its partnership ecosystem of advisory firms, clinical data conversion companies, etc., to mine new logos and strengthen its technology offerings

Areas of improvement

- While most of its immediate peers registered impressive growth, Service Provider saw a marginal growth compared to what it has witnessed in the past
- Service Provider is still drawing a major chunk of its revenue from the aggregator clients. This over-reliance on aggregator model limits its ability to get in direct conversations with healthcare providers, and increases its concentration risk as well
- While a lot of investment has gone into developing its automation solutions, such as echo platform, there is less recognition from buyers for its automation and analytics capabilities
- While Service Provider is expanding into niche areas, its investment in hiring niche talent, such as RNs, has been lower compared to its peers

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5

Research calendar

Healthcare and Life Sciences BPS

Published Planned Current release

Flagship HLS BPS reports

	Release date
Revenue Cycle Management (RCM) Business Process Services PEAK Matrix® Assessment 2019	June 2019
Revenue Cycle Management (RCM) Business Process Services (BPS) Service Provider Profile Compendium 2019	June 2019
Clinical and Care Management (CCM) BPS Services PEAK Matrix® Assessment 2019	September 2019
Clinical and Care Management (CCM) BPS Service Provider Profile Compendium	December 2019
Life Sciences (LS) Operations – Services PEAK Matrix® Assessment 2020	December 2019
Clinical and Care Management (CCM): Is the Value-based Elixir Really Working?	January 2020
Healthcare Payer Operations – Services PEAK Matrix® Assessment 2020	June 2020
Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2020	September 2020
Revenue Cycle Management (RCM) Operations Service Provider compendium 2021	December 2020
RCM Solutions State of Market Report	Q4 2020

Thematic HLS BPS reports

	Release date
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 Revenue Cycle Management (RCM) BPS Market: Unstoppable Juggernaut or Overhyped Fad?	September 2019
The Next Growth Frontier for RCM Service Providers: Looking beyond Initial Arbitrage Opportunities	August 2020
Open Enrolment 2021 Primer: What to Expect and How to Navigate in the Wake of COVID-19	August 2020
Unbundling CRO landscape	Q4 2020

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