Everest Group®

Market Report | Healthcare BPS

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

September 2021: Complimentary Abstract / Table of Contents

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Healthcare BPS

- Application Services
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- Healthcare ITS
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- Insurance ITS
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- Recruitment Process Outsourcing
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Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Revenue cycle management (RCM) value chain, Total Value Equation (TVE), PEAK Matrix®, market maturity

02

Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary contractual database of 300+ RCM BPS contracts (updated annually)

Year-round tracking of 25+ RCM service providers

Large repository of existing research in RCM Operations

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

This report is based on two key sources of proprietary information

- Proprietary database of RCM BPS contracts of major service providers with workplace services in the scope of work (updated annually)
- The database tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including service provider, contract type, TCV & ACV, service provider FTEs, start & end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LOB) served, and pricing model employed

- Proprietary database of RCM service providers (updated annually)
- The database tracks the following for each service provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different LOBs
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Service provider briefings**
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting workplace services
  - Assessment of service provider performance
  - Emerging priorities
  - Lessons learnt and best practices

Service providers assessed[1]

accesshealthcare, ACN Healthcare, ACU-Serve, agshealth, Atos, aviacode, Cognizant, CorroHealth, exela technologies, firstsource, GeBBS Healthcare Solutions, genpact, GetixHealth, Global healthcare resource, HCL, HGS, IKS Health, MedData, MiraMed Ajuba, NTT Data, Omega Healthcare, Optum, prochant, Shearwater Health, Sutherland, Teleperformance, wipro, WNS

1 Assessments for ACN Healthcare, ACU-Serve, Aviacode, CorroHeath, Firstsource, GeBBS, GetixHealth, Global Healthcare Resource, HCL Technologies, MedData, and Prochant exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers.

Source: **The source of all content is Everest Group unless otherwise specified.**

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion

Background of the research
RCM Operations 2021

Healthcare providers in the US are mired in administrative inefficiencies, which is evident from the fact that on an average, administrative expenses account for 20-25% of their total spend, making revenue cycle management one of the key focus areas for the providers, as it affects their cash flows and top line. COVID-19 has further added to their woes with the deferral of elective procedures and rising uninsured and unemployed population, affecting their collections and consequently margins. This, combined with an ineffective RCM function, has led to many physician groups closing shops or getting acquired, and even the larger providers struggling to stay afloat. The need for an effective and efficient RCM function to save costs and prevent revenue leakages, is now more important than ever.

2020, being a pandemic year, saw major disruptions in the provider industry, with most hospitals and health systems losing ~20% inpatient volumes and ~35% outpatient volumes relative to baseline levels, as per the American Health Organization. The year became a fight to survive, causing the industry to witness multiple acquisitions, partnerships, and mergers, which kept all stakeholders on their toes. With the financial pressures due to falling volumes, coupled with shift toward VBC models, changing regulations, and declining margins caused by the pandemic, the provider outsourcing industry, in fact declined by nearly 1-3% from the previous year.

Healthcare providers have traditionally been laggard in terms of leveraging outsourcing, let alone offshoring, but are now changing their stand about seeking help from third-party service providers. This led to a significant rise in client adoption throughout the market post the pandemic outbreak, with service providers – which fared well and maintained their business and quality standard – adopting new clients, taking on clients from other service providers, and increasing scope of work with existing clients.

Scope of this report:

Geography
Global

Service providers
28

Services
RCM business process services

This study offers 28 distinct chapters providing a deep dive into key aspects of RCM market; below are four charts to illustrate the depth of the report

Service provider overview

Illustrative example

Company mission/vision statement

Service provider 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 XYZ industries and all business functions. It works at the intersection of business and technology to help clients improve the performance and create sustainable value for their stakeholders. With XYZ people serving clients in more than XYZ countries, it drives innovation to improve the way the world works and lives.

Key leaders

- XYZ, Chief Executive Officer
- XYZ, Chief Financial Officer
- XYZ, Chief Operating Officer
- XYZ, Group Chief Executive

Headquarters: XYZ

Website: www.companyname.com

Suite of services:

- A/R
- Patient access
- Claim management
- Medical billing

RCM operations	2018	2019	2020
Revenue (US$ million)	XYZ	XYZ	XYZ
Number of FTEs	XYZ	XYZ	XYZ
Number of clients	XYZ	XYZ	XYZ

Recent acquisitions and partnerships

- **2020:** acquired XYZ, a technology services firm specializing in the design, implementation and management of big data and search analytics
- **2019:** partnership with technology providers in the United Kingdom and North America

Recent developments

- **2019:** developed a blockchain solution using XYZ
- **2019:** developed automated sanctions solution for claims management
- **2019:** deployed contextualization and summarization algorithm-based solution
- **2019:** expanded banking footprint in Argentina

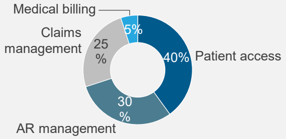
Key delivery locations

Illustrative example

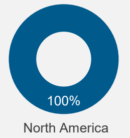
Capabilities and key clients

Illustrative example

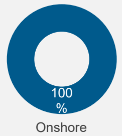
RCM operations mix by segment
Number of FTEs
100% = Not disclosed



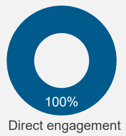
RCM operations revenue mix by geography
Revenue in US$ million
100% = Not disclosed



RCM operations FTE split by delivery location
Number of FTEs
100% = Not disclosed



RCM operations split by engagement model
Revenue in US$ million
100% = Not disclosed



Key RCM operations engagements

Client name	Processes served	Region	Client since
A leading healthcare technology and distribution company	Patient access, claims management, and A/R management	North America	2018
A leading healthcare services company	Patient access and medical billing	North America	2017
A leading healthcare services company	Patient access, medical billing, and A/R management	North America	2013
A leading healthcare network	Medical billing	North America	2013
A leading pharmacy store chain	Claims management, medical billing, and A/R management	North America	2010
A leading healthcare network	A/R management	North America	2009

Technology solutions/tools

Illustrative example

Name of the solution	Processes served	Year launched	Description	# operations clients
ABC	Claims management	2020	It has five in-built modules – rev cycle support specialists, clinical rev cycle support specialists, analytics and reporting platform, workflow analytics platform, and operational best practices.	N/A
AAA	Patient access	2020	It is a smart phone application that improves the level of patient cooperation.	N/A
BB	Patient access	2020	It enables hospitals to integrate key functions from pre-registration and bill estimation to payment planning and billing into a unified workflow, creating a patient-friendly registration and financial experience.	N/A
ABC	Claims management	2020	A full business outsourcing solution by combining its eligibility solutions with account receivables solution. It provides upstream analytics and daily KPIs best practices for monitoring and reporting along with revenue cycle experts.	N/A
AAA	Patient access	2020	It is a proprietary integrated software tool that automates the process of patient screening and enrollment at any point during the patient access process, from scheduling to pre-registration and registration.	N/A
BB	Patient access and claims management	2020	A robust dialer with predictive, preview, and manual dialing that is integrated with Automated Call Distribution (ACD), Interactive Voice Response (IVR), call recording, and business analytics applications.	N/A

Research calendar

Healthcare BPS

Published | Planned | Current release

Flagship reports	Release date
Healthcare Payer Operations – Services PEAK Matrix® Assessment 2020	June 2020
Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2020	September 2020
Exploring Technology Frontiers to Unlock Superior Value from Operations: Revenue Cycle Management (RCM) Solutions State of the Market Report 2021	December 2020
Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2021	July 2021
Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021	**September 2021**
Intelligent Automation (IA) in Healthcare – Solutions PEAK Matrix® Assessment 2021	Q4 2021
Healthcare Analytics – Services PEAK Matrix® Assessment 2021	Q4 2021
Revenue Cycle Management (RCM) Operations State of the Market Report	Q4 2021

Thematic reports	Release date
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 Enrollment 2021 Primer: What to Expect and How to Navigate in the Wake of COVID-19	August 2020
Breaking Viewpoint: UnitedHealth Group's Optum Acquires Change Healthcare	January 2021
Modularity in Medicaid Management Information Systems – Has the Silver Bullet Hit its target?	March 2021
Business Process as a Service (BPaaS) in Healthcare: The Way Forward to Maximize Value and Improve Outcomes	June 2021
Decoding Revenue Integrity	Q1 2022

Note: For a list of all of our published Healthcare reports, please refer to our website page

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