

Untapped Providers' Demand Signaling Transformation at Scale: Revenue Cycle Management (RCM) Operations State of the Market Report 2022

December 2021: Complimentary Abstract / Table of Contents



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Overview and abbreviated summary of key messages

This report outlines the Revenue cycle management (RCM) BPS market covering major challenges faced by healthcare providers in managing their administrative processes. It focuses on the RCM BPS market size and key trends in the outsourcing market including average contract duration, upcoming renewals, buyers split, and penetration of technology elements such as automation and analytics. It also covers the RCM outsourcing market service provider landscape including market share and growth.

Some of the findings in this report, among others, are:

RCM BPS market key highlights

- Healthcare providers are experiencing multiple changes in administrative processes that require support from third-party service providers, eventually leading to an annual growth of over 10% in the RCM BPS market from 2020-23
- Medical billing and A/R management lead the demand in RCM BPS as service providers increase focus on tech-enabled offerings

Deal trends in the RCM BPS market

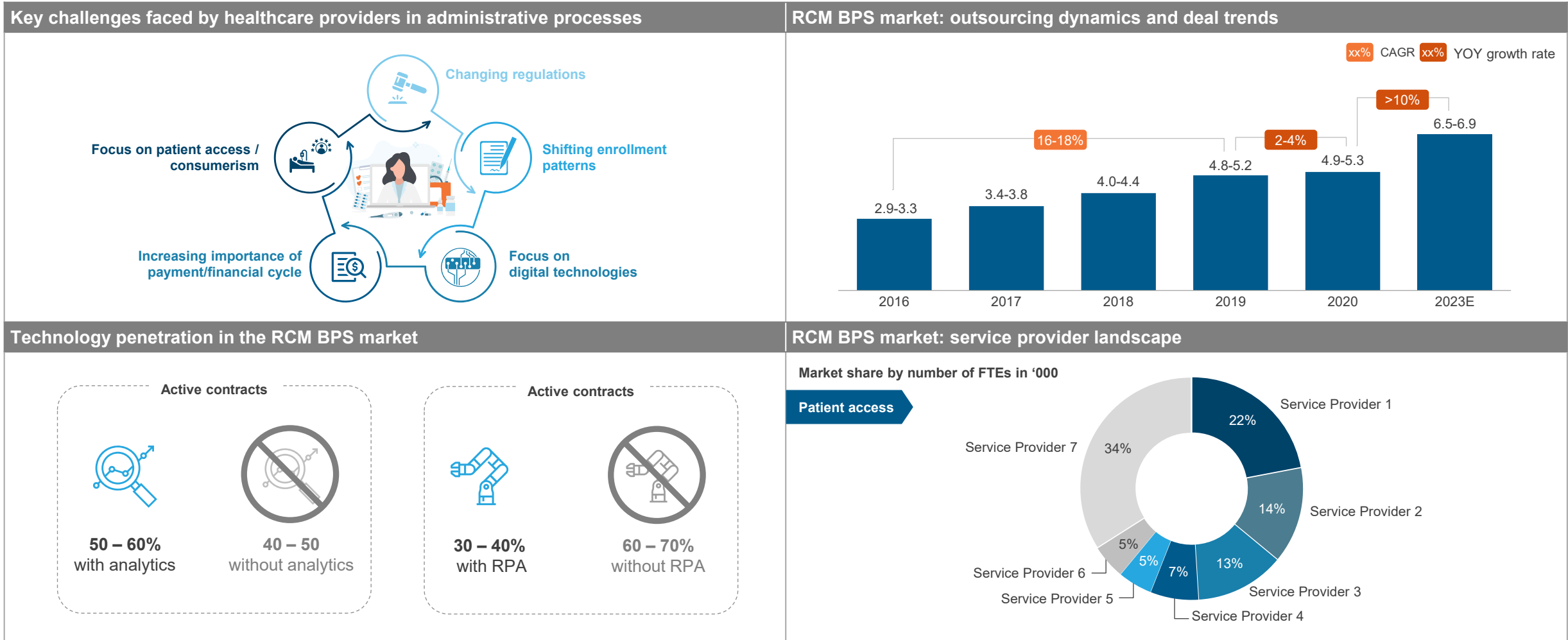
- The contractual activity in RCM BPS market experienced stagnated growth, particularly in Q2 and Q3, as only a few additional deals were signed in FY 2020
- Buyers are increasingly looking for short-term engagements with services providers owing to rapid innovation driving continuous business improvement in the RCM BPS market
- Increasing focus on denial prevention and clean claims filing is expected to expand focus from traditional reporting-based dashboards to advanced analytical support from service providers

RCM BPS provider landscape¹

- The top three service providers in the RCM BPS market occupy more than 25% of the market size
- More than three service providers registered greater than 20% market share each in new client logos added in the RCM BPS market in 2020

¹ Based on an assessment of 28 RCM operations providers.
Source: Everest Group (2021).

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



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 Services Provider Compendium	September 2021
Intelligent Automation (IA) in Healthcare – Solutions PEAK Matrix® Assessment 2022	November 2021
Healthcare Analytics – Services PEAK Matrix® Assessment 2022	December 2021
Untapped Providers’ Demand Signaling Transformation at Scale: Revenue Cycle Management (RCM) Operations State of the Market Report 2022	December 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 Enrolment 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
Technology/Digital Adoption in Revenue Cycle Management (RCM): A Tectonic Evolution	November 2021

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