

The State of Healthcare Payers in the Post-pandemic World: Healthcare Payer Operations State of the Market Report

April 2022: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

Healthcare Business Process

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment
- ▶ Retirements Technologies
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

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

Abhishek A.K., Practice Director

Ankur Verma, Practice Director

Lloyd Fernandes, Senior Analyst

Vivek Kumar, Senior Analyst

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background of the research	8
• Healthcare payer operations value chain	10
2. State of the market: key themes	11
• Growth in home-based care	13
• Increased focus on member experience	20
• Rising enrollment in Medicare Advantage	27
• Social Determinants of Health (SDoH)	31
3. Healthcare payer BPS market	36
• Market size and growth	38
– Breakdown by plan type	39
– Breakdown by processes	40
– Breakdown by delivery locations	41
• Key buyer decision-making parameters	43
4. Healthcare payer BPS: deal trends	44
• Active contracts and contract duration	46
• Contract renewals	47
• Buyer size	48

Contents

• Pricing model	49
• Technology	50
– Analytics	50
– Automation	52
5. Healthcare payer BPS: service provider landscape	54
• Overview of Healthcare Payer Operations PEAK Matrix® Assessment 2022	56
• Service provider market share and growth	57
• Service provider market share by processes	58
6. Appendix	59
• Glossary	60
• Research calendar	61

Background of the research/report

The COVID-19 pandemic has caused a fundamental shift in the priorities of healthcare ecosystems. Member experiences and home-based care are now front and center of payer strategy, considering the twin benefits of improved member comfort and potential savings through the prevention of adverse health events. Furthermore, the rapid increase in Medicare Advantage plan enrollments and the growing importance of Social Determinants of Health (SDoH) in health risk assessments have nudged payers to take a harder look at their operational structures and metrics to derive greater value from the market.

The evolving needs of payers are opening new opportunities for service providers who will need to bolster their digital capabilities, develop partner ecosystems, and overcome workforce constraints to best serve the emerging market needs.

This research provides comprehensive coverage of the payer market and analyzes it across various aspects, including regional variations, buyer adoption trends, growth drivers, and digital trends.

In this study, we investigate the state of the Healthcare Payer market. We focus on:

- Key emerging payer trends
- Payer market size and purchase criterion
- Payer deal trends
- Service provider landscape for the payer market

Scope of this report



Geography
Global



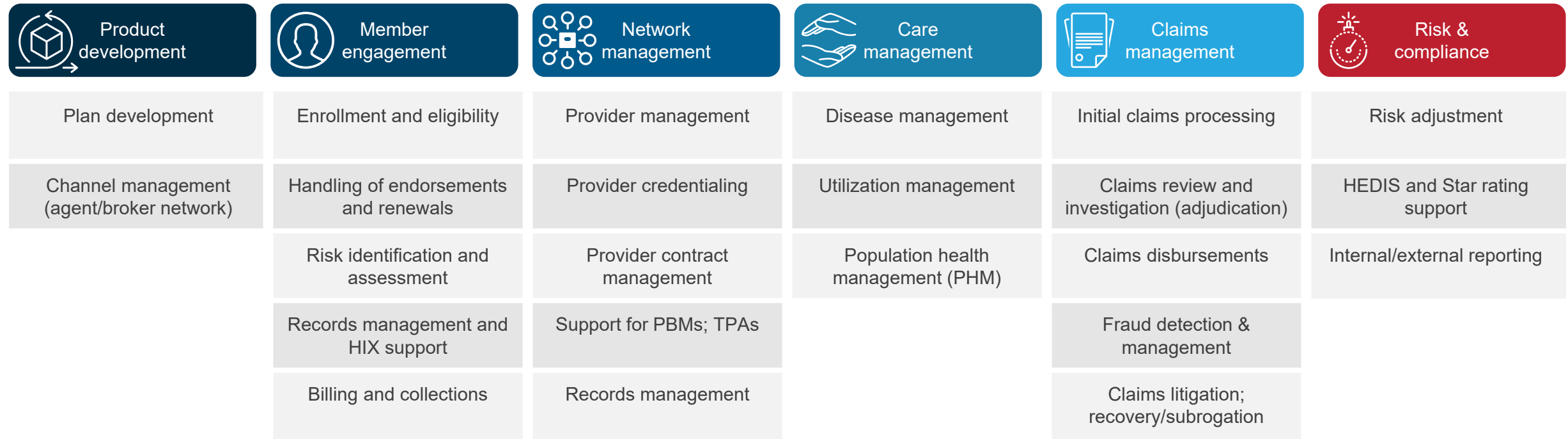
Industry
Healthcare payer



Services
Healthcare payer services

A detailed view of healthcare payer processes

Everest Group's view of the healthcare payer operations value chain



Analytics/automation

In this study Everest Group has delved into various aspects of the healthcare payer BPS market, including key themes/trends impacting business operations, payer business process outsourcing market dynamics, key deal trends, and the service provider landscape

Key themes/trends impacting the healthcare payer business operations

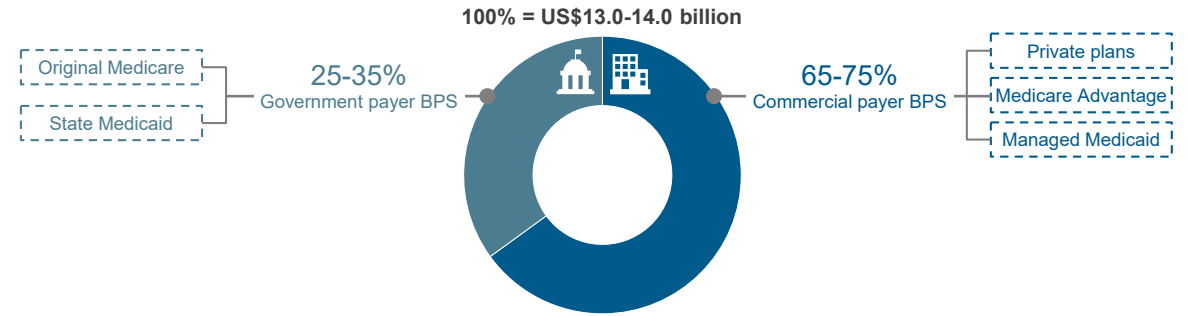
Healthcare payer state of the market: key themes/trends



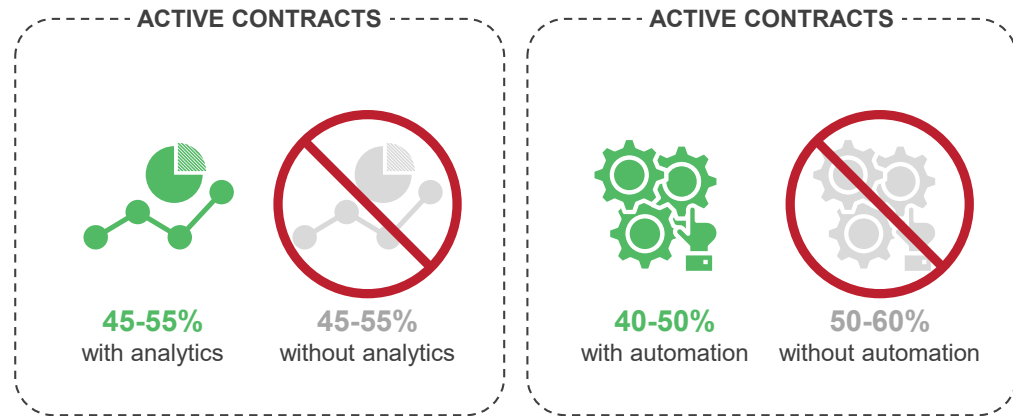
- Growth in home-based care
 US healthcare expenditure on home care is expected to grow at a CAGR of 7.1% between 2021-28, the highest among other healthcare segments
- Increased focus on member experience
 Increasing member satisfaction has been the top priority for payers in 2021 and will remain as a priority in the future, backed by the increased focus on member experience measures in star ratings
- Rising enrollment in Medicare Advantage (MA)
 Enrollment in MA plans are expected to rise at a CAGR of 4.6% between 2020-28, severalfold higher than any other plan segment, prompting increased competition in the MA market
- Social Determinants of Health (SDoH)
 On average, ~50% of health outcomes are determined by social, economic, and physical factors; however, till date, these determinants have not been adequately captured in healthcare systems

Healthcare payer business process outsourcing market dynamics

Healthcare payer BPS market: breakdown by plan type 2021; percentage of the overall market



Deal trends: technology penetration in the healthcare payer BPS market



Healthcare payer service provider landscape

Growth of healthcare payer BPS revenue YoY growth from 2020-21 in percentage



Research calendar

Healthcare Business Process

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Untapped Providers' Demand Signaling Transformation at Scale: Revenue Cycle Management (RCM) Operations State of the Market Report 2022	December 2021
Intelligent Automation (IA) in Healthcare – Solutions PEAK Matrix® Assessment 2022	December 2021
Healthcare Analytics – Services PEAK Matrix® Assessment 2022	December 2021
Intelligent Automation (IA) in Healthcare – Service Provider Compendium 2022	January 2022
Healthcare Payer Operations PEAK Matrix® Assessment 2022	February 2022
Healthcare Payer Operations – Service Provider Compendium 2022	April 2022
The State of Healthcare Payers in the Post-pandemic World: Healthcare Payer Operations State of the Market Report	April 2022
Healthcare Provider Medical Coding Operations – PEAK Matrix® Assessment 2022	Q2 2022
Revenue Cycle Management (RCM) Operations PEAK Matrix® Assessment 2022	Q2 2022
RCM Operations – Service Provider Compendium 2022	Q3 2022
The Next Big Healthcare Opportunity: Pharmacy Benefits Management (PBM)	Q3 2022
Member and Patient Engagement Operations – PEAK Matrix® Assessment 2022	Q3 2022
Member and Patient Engagement Operations – Service Provider Compendium 2022	Q4 2022
The Curious Case of Consolidation in RCM Solutions Landscape	Q4 2022
Decoding Payment Integrity	Q1 2023

Note: [Click](#) to see a list of all of our published Healthcare BPS reports



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.

Stay connected

Website

everestgrp.com

Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

Blog

everestgrp.com/blog

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

Toronto

canada@everestgrp.com
+1-647-557-3475

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.