

What Drives Payers' Expenditures on Care Management?

June 2023: Complimentary Abstract / Table of Contents



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Background and scope for research

Care management is a coordinated and comprehensive approach to healthcare that involves proactive coordination and management of healthcare services to ensure that members receive appropriate and timely care in the most suitable setting. This approach involves an interdisciplinary collaborative effort, which brings together healthcare providers and payers to support members throughout their healthcare journey, with the goal of optimizing member outcomes and improving the overall quality of care.

Payers historically neglected care management; however, there has been a noticeable shift in this trend as payers now recognize the potential for cost reduction, value-based care, member-centric approaches, and technological advancements. These factors have led to a new healthcare paradigm where payers acknowledge the value of coordinated care and proactive care management in improving member outcomes and reducing costs. As a result, payers are actively developing strategies to implement innovative care delivery models, strengthen care management strategies, and build improved coordination among all stakeholders in the healthcare ecosystem.

This report provides valuable perspectives on why healthcare payers should prioritize care management. It highlights important trends in payer care management, the technologies used by payers, key areas of focus, and the challenges they face in implementing care management.

Scope of this report



Geography
Global



Industry
Healthcare



Services
Care management

Overview and abbreviated summary of key messages

This report examines care management market. It focuses on the key drivers and challenges in enabling care management and the ways in which healthcare payers are implementing it.

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

Market drivers and challenges

- The increasing demand for care management for payers has been primarily driven by rising healthcare costs, evolving member expectations, |an aging population, and a shift to value-based care
- While payers are taking strides to develop innovative care management strategies to improve member outcomes and satisfaction, challenges such as fragmented care delivery and poor data management hinder the adoption of these strategies

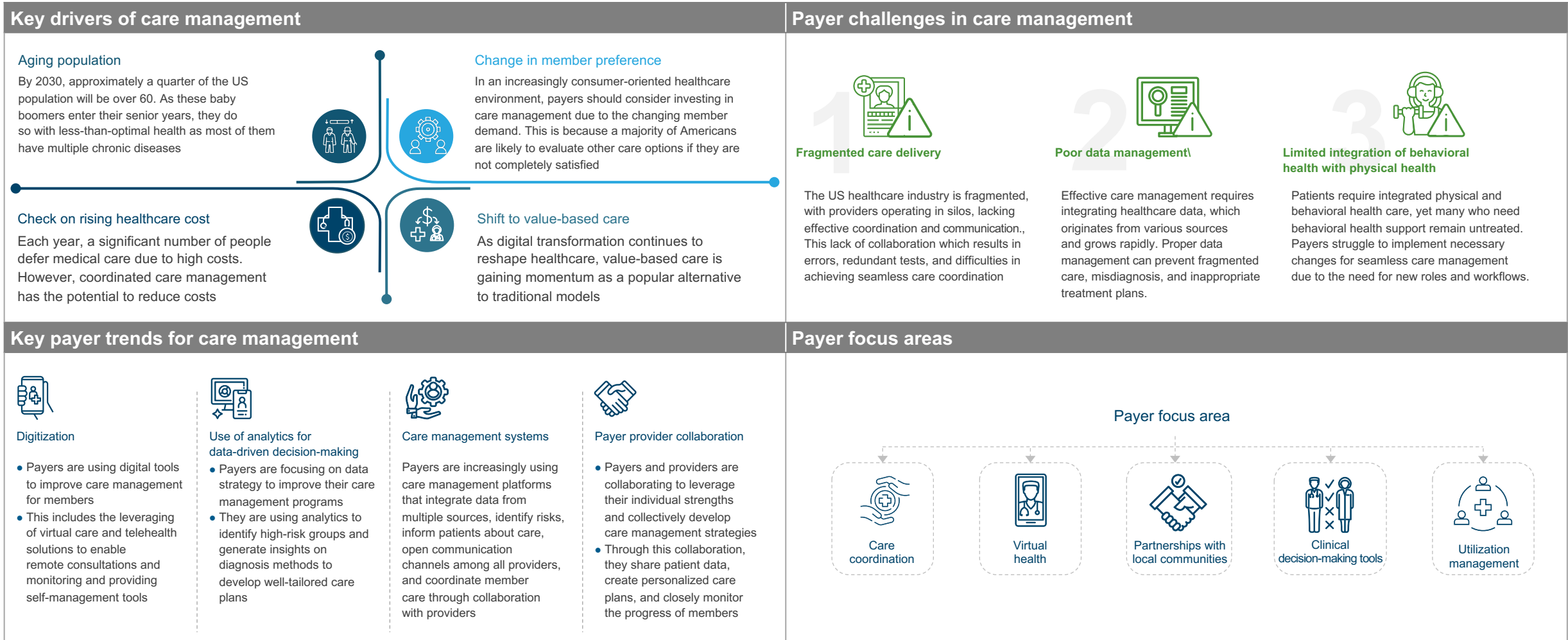
Key payer imperatives

- Payers need to streamline their technology infrastructure to enable data sharing and processing, thereby generating actionable insights for enhanced care delivery
- Besides modernizing the technology estate, payers must also proactively collaborate with providers to optimize their care management strategies

Care management strategies

- Payers and providers are exploring innovative ways to enhance care coordination to coordinate their efforts with other entities involved in a member's care
- Payers are recognizing the value of utilizing various technologies such as telehealth, remote patient monitoring, and data analytics to enhance care management and improve member satisfaction

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



Research calendar

Healthcare Information Technology

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Healthcare Provider Digital Services PEAK Matrix® Assessment 2023	December 2022
Healthcare Cloud-based Core Administration Platform PEAK Matrix® Assessment 2023	March 2023
Healthcare Provider Digital Services – Provider Compendium 2023	March 2023
Risk Adjustment Solutions in Healthcare Market – State of the Market Report 2022	March 2023
Healthcare Customer Experience Platforms – Provider Compendium 2023	March 2023
Healthcare Cloud-based Core Administration Platform – Product Vendor Compendium 2023	May 2023
Healthcare Data & Analytics Services PEAK Matrix® Assessment 2023	May 2023
What Drives Payers’ Expenditures on Care Management?	June 2023
Care Management Trailblazers	Q2 2023
Healthcare Data & Analytics Services – Provider Compendium 2023	Q3 2023
Healthcare Payer Digital Services PEAK Matrix® Assessment 2023	Q3 2023
Patient Engagement Platforms PEAK Matrix® Assessment 2023	Q3 2023
Revenue Cycle Management (RCM) Operations PEAK Matrix® Assessment 2023	Q4 2023
Rising Adoption of Behavioral and Mental Health Services by Healthcare Enterprises	Q4 2023
Member Engagement Trailblazers	Q4 2023

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