



Healthcare Payer BPS: Managing Effectiveness

Hinduja Global Solutions

Report Abstract

March 2021

By Ashley Singleton

Market Analyst

NelsonHall

8 pages

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Who is This Vendor Assessment For?

NelsonHall's healthcare payer BPS managing effectiveness profile on HGS is a comprehensive assessment of HGS's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and healthcare payer BPS effectiveness services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the healthcare payer BPS sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes HGS's offerings and capabilities in healthcare payer BPS managing effectiveness services.

HGS supports healthcare payer BPS effectiveness services through advisory services and digital solutions in plan design, member and provider administration, enrollment, billing and claims administration, network management, care management, and outsourced services in claims processing and contact center. HGS offers proprietary platforms in customer service administration Forward Apps and an underwriting and enrollment platform. The Member, Broker, and Provider Forward Applications provide self-service options, workflow automation, analytics, data management, OCR, AI, and NLP. HGS also offers client-specific design services in automation, AI, analytics, and process redesign. HGS's 2018 acquisition of AxisPoint Health adds care management and utilization management capabilities to HGS's offering portfolio.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS's healthcare payer BPS managing effectiveness services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery locations.

Healthcare Payer BPS Managing Effectiveness Services Vendor Assessments also Available for:

- CGI
- Cognizant
- Conduent
- EXL
- Exela Technologies
- Gainwell Technologies
- Genpact
- Infosys
- NTT DATA
- Wipro
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

Ashley can be contacted at:

- Email: ashley.singleton@nelson-hall.com
- Twitter: [@AshleyS_NH](https://twitter.com/AshleyS_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

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