



Healthcare & Insurance BPS Program

Healthcare Payer Operations Transformation

Report Abstract

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Who is This Market Analysis For?

NelsonHall's Healthcare Payer Operations Transformation report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the Healthcare Payer Operations Transformation market
- Vendor marketing, sales, and business managers developing strategies to target Healthcare Payer Operations Transformation opportunities
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation services sector.

Key Findings & Highlights

The report focuses on strategies for 2024 and beyond. Recent trends underscore a notable reliance on Healthcare Payer Operations Transformation BPS services, particularly in claims management/administration, member engagement, services and enrollment, care management and wellness services, and provider management/administration. There is also an anticipated surge in demand for BPS services in emerging areas such as member engagement, care management and provider administration. Tomorrow's consumers are increasingly seeking hyper-personalization across the entire Healthcare payer value chain.

These evolving expectations prompt vendors to invest significantly in advanced technologies like generative AI, seamlessly integrating them into their BPS offerings. Concurrently, carriers are investigating/undertaken newer technologies such as generative AI, NLP/ML/DL, BPaaS, Analytics, and Cloud integration across the healthcare value chain and are in various stages of deployment from proof of concept to extensive roll-out and scaling.

Regarding operational delivery, offshore centers are expected to remain stable, with an increase in the demand for onshore and nearshore delivery centers. Due to regulatory requirements, vendors will witness demand increase for onshore capabilities and a growing trend in various pricing mechanisms (e.g., PMPM, outcome-based pricing, and transaction or per-unit pricing).

Scope of the Report

The report analyzes the worldwide market for Healthcare Payer Operations Transformation and addresses the following questions:

- What is the market size and projected growth for the Healthcare Payer Operations Transformation by geography?
- What is the profile of activity in the Healthcare Payer Operations Transformation services market?
- What are the top drivers for adoption of Healthcare Payer Operations Transformation services?
- What are the benefits currently achieved by Healthcare Payer Operations Transformation users?
- What factors are inhibiting user adoption of Healthcare Payer Operations Transformation services?
- What pricing mechanisms are typically used within Healthcare Payer Operations Transformation services and how is this changing?
- Who are the leading Healthcare Payer Operations Transformation vendors globally and by geography?
- What combination of services is typically provided within Healthcare Payer Operations Transformation contracts and what new services are being added?
- What is the current pattern of delivery location used for Healthcare Payer Operations Transformation services and how is this changing?
- What services are delivered from onshore and which from offshore?
- What are the challenges and success factors within Healthcare Payer Operations Transformation services?

Healthcare Payer Operations Transformation Vendor Assessments Available for:

Cognizant

Concentrix

Conduent

DXC Technology

Eviden

Exela Technologies

Firstsource

Genpact

Infosys BPM

Mphasis

Sutherland

Viaante

Wipro

WNS.

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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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

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