



Market Analysis

Healthcare Payer BPS Managing Effectiveness

Report Abstract

April 2021

By Ashley Singleton

Market Analyst

NelsonHall

64-pages

Contents of Full Report

1. Changing Shape of U.S. Healthcare Payer BPS
2. Customer Requirements
3. Market Size, Growth & Vendor Market Share
4. Vendor Offerings / Targeting
5. Delivery of Healthcare Payer BPS
6. Vendor Challenges and Success Factors
7. Appendix I: Vendors Researched
8. Appendix II: Glossary
9. Appendix III: Vendor Technology Offering Matrix
10. Appendix IV: Healthcare Payer BPS Services

Who is This Market Analysis For?

NelsonHall’s healthcare payer BPS managing effectiveness report is a comprehensive market assessment report 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

NelsonHall’s market analysis of the U.S. healthcare payer BPS services market consists of 64-pages. The report provides a view of how vendors are evolving their offerings and capabilities to improve healthcare payer BPS managing effectiveness services.

U.S. healthcare payer BPS effectiveness management services are enabling clients to utilize RPA, AI/ML, and analytics to improve customer service administration, reduce processing and turnaround times, reduce operational costs, and improve volume and process quality. Key user requirements include process redesign and domain expertise, application of advanced analytics, and ability to offer cloud-based solutions.

Vendors are increasingly focused on intelligent automation to bring process efficiencies, digital personalization through advanced analytics, process redesign and client-specific solution design. Vendors are continuing to expand and increase partnerships with IT vendors for “plug-in” solutions and platforms, and academic institutions for talent skilling and domain expertise.

Key investment areas include a focus on partnerships with telehealth providers to integrate or design virtual care solutions to offer comprehensive support to clients in the functions of care management, wellness offerings, and member behavior interventions.

Scope of the Report

The report analyzes the U.S. market for healthcare payer BPS effectiveness management services and addresses the following questions:

- What is the market size and projected growth for the U.S. healthcare payer BPS services?
- What is the profile of activity in the U.S. healthcare payer BPS services market?
- What are the top drivers for adoption of U.S. healthcare payer BPS effectiveness management services?
- What are the benefits currently achieved by users of healthcare payer BPS effectiveness management services?
- What factors are inhibiting user adoption of healthcare payer BPS effectiveness management services?
- Who are the leading healthcare payer BPS effectiveness management services vendors in the U.S.?
- What combination of services is typically provided within healthcare payer BPS effectiveness management services contracts and what new services are being added?
- What is the current pattern of delivery location used for healthcare payer BPS effectiveness management services and how is this changing?
- What are the challenges and success factors within U.S. healthcare payer BPS effectiveness management services?

Cognitive & Self-Healing IT Infrastructure Management Services Vendor Assessments Available for:

- CGI
- Cognizant
- Conduent
- Exela Technologies
- EXL
- Gainwell Technologies
- Genpact
- HGS
- 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

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.