



Market Analysis

Healthcare & Insurance BPS

Healthcare Payer Operations Transformation

Report Abstract

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88 pages

Contents of Full Report

1. Changing Shape of U.S. Healthcare Payer BPS
2. Customer Requirements & Case Studies
3. Market Size, Growth, & Vendor Market Shares
4. Vendor Offerings & Targeting
5. Vendor Delivery Capability
6. Vendor Capability Assessments
7. Vendor Challenges & Success Factors

Who is This Market Analysis For?

NelsonHall’s “Healthcare Payer Operations Transformation” report is a comprehensive market assessment report designed for:

- Sourcing managers investigating developments within healthcare payer operations transformation and BPS
- Vendor marketing, sales and business managers developing strategies to target healthcare payer operations transformation and BPS
- Financial analysts and investors specializing in the operational transformation & BPS sector.

Key Findings & Highlights

NelsonHall’s market analysis of the Healthcare Payer Operations Transformation market consists of 88-pages.

Service adoption is high in customer administration and claims administration. These are relatively mature services where high levels of automation have been applied. Nonetheless, the drive for operational transformation continues with continuing developments to enhance hyper-personalization and omni-channel capability in customer administration and BPaaS service development and payment transformation key development within claims administration.

Care management is a less mature area with considerable potential for development as the emphasis on whole person care and health equity increases and as healthcare payers seek to proactively manage down their claims outlays.

Scope of the Report

The report concentrates on the U.S. market for healthcare payer operations transformation and BPS and addresses the following questions:

- What is the market size and projected growth for the U.S. healthcare BPS market for both the private and government sectors?
- What services are currently supplied by vendors and how are these evolving?
- What digital technologies are being deployed in support of these services and operational transformation?
- What are the benefits currently achieved by users of healthcare payer operations transformation and BPS services?
- Who are the leading healthcare payer operations transformation and BPS vendors?
- What are the key capabilities of each vendor?

- What is the current pattern of delivery locations used for healthcare payer operations transformation and BPS?
- What services are delivered from onshore and which from offshore?
- What are the challenges and success factors within healthcare payer operations transformation and BPS?

Healthcare Payer BPS Vendor Assessments Available for:

Concentrix

Conduent

Cognizant

Exela Technologies

Firstsource

NTT Data

Sutherland Global Services

WNS

About The Author

John Willmott is CEO of NelsonHall and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of business process services.

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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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