Healthcare Payer Services Market by Service Type, By Application & by End Users (Public & Private Payers) - Analysis and Global Forecast to 2020

Description: "Healthcare Payer Services Market by Service Type (BPO, ITO, KPO), By Application (Claims, Provider, Member management, HR services, Analytics & Fraud, Billing & Accounts) & by End Users (Public & Private Payers) - Analysis and Global Forecast to 2020"

Healthcare insurance providers/payers are adopting various outsourcing solutions to streamline their business processes and deliver better services to their customers. Outsourcing has surfaced as a successful business model that mitigates the burden of administration, procurement, accounting, logistics and other tasks, and develops cost-effective business processes.

The healthcare payer services (outsourcing) market is segmented on the basis of service type, application, and end users. The healthcare payer services (outsourcing) market, by service type, is segmented into BPO services, ITO services, and KPO services. On the basis of application, the healthcare payer services market is segmented into claims management services, member management services, provider management services, integrated front office services & back office operations, billing & accounts management services, analytics & fraud management services, and HR services. On the basis of end users, the healthcare payer services market is segmented into private and public payers. The rising insurance enrolments, federal healthcare mandates in the U.S., increasing healthcare frauds and in-house shortage of skilled personnel are the major factors driving market growth. On the other hand, factors like rising incidences of data breach & loss of confidentiality, unforeseen costs associated with outsourcing along with the loss of managerial control in outsourced projects are expected to restrain the growth of the healthcare payer services market. In addition to this, migration from legacy systems is posing as a major challenge for the global healthcare payer market.

Cognizant Technology Solutions (U.S.), Accenture plc (Ireland), Concentrix Corporation (U.S.), ExlService Holdings, Inc. (U.S.), Xerox Corporation (U.S.), (Ireland), Genpact Limited (U.S.), Hewlett-Packard (U.S.), Hexaware Technologies Limited (India), FirstSource Solutions Limited (India), HCL Technologies Ltd. (India), Teleperformance Group (France), Hinduja Global Solutions Ltd. (India), SourceHOV (India), Sutherland Global Services (U.S.), and Wipro Limited (India) are some of the key players involved in providing healthcare payer outsourcing services worldwide.

Scope of the Report:

This research report categorizes the healthcare payer services market into the following segments:

Healthcare Payer Services (Outsourcing) Market, by Service Type
- BPO Services
- ITO Services
- KPO Services

Healthcare Payer Services (Outsourcing) Market, by Application
- Claims management services
- Integrated front office service and back office operations
- Member management services
- Provider management services
- Billing and accounts management services
- Analytics and fraud management services
- HR Services

Healthcare Payer Services (Outsourcing) Market, by End User
- Private Payers
- Public Payers
Healthcare Payer Services (Outsourcing) Market, by Region

- North America
  - U.S.
  - Canada
- Europe
  - EU5
  - Rest of Europe (RoE)
- Asia-Pacific
  - India
  - Rest of Asia-Pacific (RoA)
- Rest of the World (RoW)

Healthcare Payer Services (Outsourcing) Ecosystem Comprises of:

- Vendors of healthcare payer services, Third-party service providers, among others
- End-users: Healthcare payers (private & public)
- Other Stakeholders: Government organizations, Business Consultants, Venture Capitalist

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