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

Contents:

1 Introduction
  1.1 Objectives of the Study
  1.2 Market Definition
  1.3 Market Scope
    1.3.1 Markets Covered
    1.3.2 Years Considered for the Study
  1.4 Currency
  1.5 Limitations
  1.6 Stakeholders

2 Research Methodology
  2.1 Research Methodology Steps
  2.2 Secondary and Primary Research Methodology
    2.2.1 Secondary Research
  2.3 Key Data From Secondary Sources
    2.3.1 Primary Research
    2.3.2 Key Industry Insights
  2.4 Key Data From Primary Sources
  2.5 Key Insights From Primary Sources
  2.6 Market Size Estimation Methodology
  2.7 Market Forecast Methodology
  2.8 Market Data Validation and Triangulation
  2.9 Assumptions

3 Executive Summary
  3.1 Introduction
  3.2 Current Scenario
  3.3 Future Outlook
  3.4 Conclusion

4 Premium Insights
  4.1 Global healthcare payer services Market
  4.2 healthcare payer services Market, By Service Type and Region
  4.3 healthcare payer services Market, By Service Type (2015 vs 2020)

5 Market Overview
  5.1 Introduction
  5.2 Market Segmentation
  5.3 Market Dynamics
    5.3.1 Drivers
      5.3.1.1 Outsourcing: A Cost-Effective Solution for Healthcare Payers
      5.3.1.2 Federal Mandates in the U.S. Increasing Payer Workload
5.3.1.3 Increasing Healthcare Fraud
5.3.1.4 Dynamic Nature of Health Benefit Plan Designs
5.3.1.5 In-House Shortage of Skilled Personnel
5.3.2 Restraints
5.3.2.1 Rising Incidences of Data Breaches and Loss of Confidentiality
5.3.2.2 Unforeseen Costs Associated With Outsourcing
5.3.2.3 Loss of Managerial Control
5.3.3 Opportunities
5.3.3.1 Advanced Data Analytics
5.3.3.2 Switching to ICD-10 Standards
5.3.3.3 Service Portfolio Expansion
5.3.4 Challenges
5.3.4.1 Migration From Legacy Systems
5.3.4.2 Cultural Differences and Language Barriers

6 Healthcare Payer Outsourcing Market, By Service Type
6.1 Introduction
6.2 Business Process Outsourcing Services
6.3 Information Technology Outsourcing Services
6.4 Knowledge Process Outsourcing Services

7 Healthcare Payer Outsourcing Market, By Application
7.1 Introduction
7.2 Claims Management Services
7.2.1 Claims Adjudication Services
7.2.2 Claims Settlement
7.2.3 Information Management Services
7.2.4 Claims Repricing
7.2.5 Claims Investigation Services
7.2.6 Claims Indexing Services
7.2.7 Litigation Management
7.3 Integrated Front-End Services and Back-Office Operations
7.4 Member Management Services
7.5 Provider Management Services
7.6 Billing and Accounts Management Services
7.7 Analytics and Fraud Management Services
7.8 HR Services

8 Healthcare Payer Outsourcing Market, By End User
8.1 Introduction
8.2 Private Payers
8.3 Public Payers

9 Global Healthcare Payer Outsourcing Market, By Region
9.1 Introduction
9.2 North America
9.2.1 U.S.
9.2.1.1 Rise in Insurance Enrolments Triggered By the Patient Protection and Affordable Care Act (PPACA)
9.2.1.2 Federal Healthcare Mandates Driving the Demand for Outsourcing Among Payers
9.2.1.3 Rising Need to Curtail Escalating Healthcare Costs
9.2.2 Canada
9.2.2.1 Outsourcing, A Strategic Solution to Curtail Healthcare Costs in Canada
9.3 Europe
9.3.1 European Union Five (EU5)
9.3.1.1 Insurance Fraud Amounting to Rising Healthcare Costs in Germany and the U.K.
9.3.1.2 Lack of Skilled Personnel in Germany
9.3.2 Rest of Europe
9.3.2.1 Increased Focus of Major Players
9.4 Asia-Pacific
9.4.1 India
9.4.1.1 India, A Low-Cost Destination Coupled With Availability of Highly Skilled IT Labor
9.4.2 Rest of APAC
9.4.2.1 High Growth Opportunities and Increased Focus of Major Players in the Philippines
9.4.2.2 Emerging Role of China in Global Outsourcing
9.4.2.3 Rise in the Aging Population in Japan, A Major Workload for Payers

9.5 Rest of the World
9.5.1 Initiatives By Market Players to Enter Emerging Markets Such as Brazil & Colombia

10 Competitive Landscape
10.1 Overview
10.2 Competitive Situation and Trends
  10.2.1 Expansion
  10.2.2 Agreements/Collaborations/Partnerships/Joint Ventures/Alliances
  10.2.3 Acquisitions/Mergers
  10.2.4 New Product Launches
  10.2.5 Others

11 Company Profiles
11.1 Introduction
11.2 Cognizant Technology Solutions
  11.2.1 Business Overview
  11.2.2 Cognizant Technology Solutions: Company Snapshot
  11.2.3 Service Offerings
  11.2.4 Recent Developments
  11.2.5 MnM View

11.3 Accenture PLC
  11.3.1 Business Overview
  11.3.2 Accenture PLC: Company Snapshot
  11.3.3 Service Offerings
  11.3.4 Recent Developments
  11.3.5 MnM View

11.4 Exlservice Holdings, Inc.
  11.4.1 Business Overview
  11.4.2 Exlservice Holdings, Inc.: Company Snapshot
  11.4.3 Service Offerings
  11.4.4 Recent Developments
  11.4.5 MnM View

11.5 Concentrix Corporation (A Subsidiary of Synnex Corporation)
  11.5.1 Business Overview
  11.5.2 Synnex Corporation (Parent Company of Concentrix Corporation): Company Snapshot
  11.5.3 Service Offerings
  11.5.4 Recent Developments
  11.5.5 MnM View

11.6 Hewlett-Packard
  11.6.1 Business Overview
  11.6.2 Hewlett-Packard: Company Snapshot
  11.6.3 Services Offerings
  11.6.4 Recent Developments

11.7 Hinduja Global Solutions Limited
  11.7.1 Business Overview
  11.7.2 Hinduja Global Solutions Limited: Company Snapshot
  11.7.3 Service Offerings
  11.7.4 Recent Developments
  11.7.5 MnM View

11.8 Xerox Corporation
  11.8.1 Business Overview
  11.8.2 Xerox Corporation: Company Snapshot
  11.8.3 Service Offerings
  11.8.4 Recent Developments

11.9 Dell, Inc.
  11.9.1 Business Overview
  11.9.2 Dell, Inc.: Company Snapshot
  11.9.3 Service Offerings
  11.9.4 Recent Developments

11.10 Genpact Limited
11.10.1 Business Overview
11.10.2 Genpact Limited: Company Snapshot
11.10.3 Service Offerings
11.10.4 Recent Developments

11.11 HCL Technologies Ltd.
11.11.1 Business Overview
11.11.2 HCL Technologies: Company Snapshot
11.11.3 Service Offerings
11.11.4 Recent Developments

11.12 Wipro Limited
11.12.1 Business Overview
11.12.2 Wipro Limited: Company Snapshot
11.12.3 Service Offerings
11.12.4 Recent Developments

12 Appendix
12.1 Discussion Guide
12.2 Company Developments (2012-2015)
12.2.1 Cognizant Technology Solutions
12.2.2 Accenture PLC
12.2.3 Exlservice Holdings, Inc.
12.2.4 Concentrix Corporation
12.2.5 Hinduja Global Solutions Limited
12.2.6 Xerox Corporation
12.2.7 HCL Technologies Ltd.
12.2.8 Wipro Limited
12.3 Introducing RT: Real-Time Market Intelligence
12.4 Available Customizations
12.5 Related Reports

List of Tables

Table 1 Increasing Healthcare Costs Driving healthcare payer services Market Growth
Table 2 Rising Incidences of Data Breach Limiting the Adoption of Outsourcing
Table 3 Data Analytics Showcases Growth Opportunities for the healthcare payer services Market
Table 4 Migration From Legacy Systems A Major Challenge in the Healthcare Payer Outsourcing Market
Table 5 Global healthcare payer services Market Size, By Service Type, 2013 - 2020 (USD Million)
Table 6 Healthcare Payer BPO Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 7 Healthcare Payer ITO Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 8 Healthcare Payer KPO Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 9 Global healthcare payer services Market Size, By Application, 2013 - 2020 (USD Million)
Table 10 Claims Management Services Market Size, By Type, 2013 - 2020 (USD Million)
Table 11 Claims Management Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 12 Claims Adjudication Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 13 Claims Settlement Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 14 Information Management Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 15 Claims Repricing Market Size, By Region, 2013 - 2020 (USD Million)
Table 16 Claims Investigation Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 17 Claims Indexing Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 18 Litigation Management Market Size, By Region, 2013 - 2020 (USD Million)
Table 19 Integrated Front-End Services and Back-Office Operations Market Size, By Region, 2013 - 2020 (USD Million)
Table 20 Member Management Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 21 Provider Management Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 22 Billing and Accounts Management Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 23 Analytics and Fraud Management Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 24 Hr Services Market Size, By Region, 2013 - 2020 (USD Million)
Table 25 Healthcare Spending Ratios By Major Sources of Funding
Table 26 Global Healthcare Payer Outsourcing Market Size, By End User, 2013 - 2020 (USD Million)
Table 27 Private Payer Outsourcing Market Size, By Geography, 2013 - 2020 (USD Million)
Table 28 Private Payer Outsourcing Market Size, By Region, 2013 - 2020 (USD Million)
Table 29 Public Payer Outsourcing Market Size, By Geography, 2013 - 2020 (USD Million)
Table 30 Public Payer Outsourcing Market Size, By Region, 2013 - 2020 (USD Million)
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