

Global Healthcare BPO Market Size study, by Payer Service (Human Resource Management Claims Management, Customer Relationship Management (CRM), Operational/Administrative Management, Care Management, Provider Management, Other Payer Services), by Provider Service (Patient Enrollment and Strategic Planning, Patient Care Service, Revenue Cycle Management) by Pharmaceutical Service (Research and Development Manufacturing, Non-clinical Service, Supply Chain Management & Logistics, Sales & Marketing Services, Other Non-Clinical Services) and Regional Forecasts 2022-2028

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Abstracts

Global Healthcare BPO Market is valued at approximately USD 296.4 billion in 2021 and is anticipated to grow with a healthy growth rate of more than 9.6 % over the forecast period 2022-2028. A healthcare BPO market, also known as healthcare business process outsourcing, is a procedure that is outsourced to a third party. The main reasons for outsourcing healthcare business processes within hospitals and in the healthcare system are to protect the confidentiality of patients' personal information, to detect and manage network security fraud, and to ensure that significant mistakes are avoided. Access to technology and the growth of nearshore outsourcing locations, inflationary pressures on healthcare have led to the adoption of Healthcare BPO across the forecast period. For Instance: as per Statista in 2022, the global market for outsourced services was worth \$92.5 billion in 2019, up almost \$7 billion from the

previous year. IT functions are frequently associated with business process outsourcing. In 2019, the worldwide BPO business generated a revenue of 26 billion USD. Also, with a higher level of customer service and collaboration with emerging AI-driven companies, the adoption & demand for Healthcare BPO is likely to increase the market growth during the forecast period. However, high costs associated with Healthcare BPO and threats to data security impede the growth of the market over the forecast period of 2022-2028.

The key regions considered for the Global Healthcare BPO market study include Asia Pacific, North America, Europe, Latin America and Rest of the World. North America is the leading region across the world in terms of market share owing to access to technology and the growth of nearshore outsourcing locations coupled with inflationary pressures on healthcare. Whereas, Asia-Pacific is also anticipated to exhibit the highest growth rate over the forecast period 2022-2028. Factors such as a higher level of customer service and collaboration with emerging AI-driven companies would create lucrative growth prospects for the Healthcare BPO market across Asia-Pacific region.

Major market players included in this report are:

Accenture

Eli Global

GeBBS

Genpact

IBM

Parexel

IQVIA

Sutherland

Truven Health

United Health Group

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming eight years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within each of the regions and countries involved in the study. Furthermore, the report also caters the detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, the report shall also incorporate available opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:
By Payer Service:

Human Resource Management
Claims Management
Customer Relationship Management (CRM)
Operational/Administrative Management
Care Management
Provider Management
Other Payer Services
By Provider Service:
Patient Enrollment and Strategic Planning
Patient Care Service
Revenue Cycle Management
By Pharmaceutical Service:
Research and Development
Manufacturing Non-clinical Service
Supply Chain Management & Logistics
Sales & Marketing Services
Other Non-clinical Services
By Region:
North America
U.S.
Canada
Europe
UK
Germany
France
Spain
Italy
ROE

Asia Pacific
China
India
Japan
Australia
South Korea
RoAPAC
Latin America
Brazil
Mexico

Rest of the World

Furthermore, years considered for the study are as follows:

Historical year – 2018, 2019, 2020

Base year – 2021

Forecast period – 2022 to 2028

Target Audience of the Global Healthcare BPO Market in Market Study:

Key Consulting Companies & Advisors

Large, medium-sized, and small enterprises

Venture capitalists

Value-Added Resellers (VARs)

Third-party knowledge providers

Investment bankers

Investors

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