

Healthcare BPO Market: Global Industry Trends, Share, Size, Growth, Opportunity and Forecast 2023-2028

<https://marketpublishers.com/r/H9F3CC053272EN.html>

Date: February 2023

Pages: 143

Price: US\$ 2,499.00 (Single User License)

ID: H9F3CC053272EN

Abstracts

Market Overview:

The global healthcare BPO market size reached US\$ 28.0 Billion in 2022. Looking forward, IMARC Group expects the market to reach US\$ 45.9 Billion by 2028, exhibiting a growth rate (CAGR) of 8.5% during 2023-2028.

Healthcare business process outsourcing (BPO) refers to a strategy adopted by healthcare organizations for selecting and delegating with the third-party vendors to execute specific business-related operations. It aids in processing claims, analyzing patient data and enrollment, performing strategic planning, and managing accounts, business acquisition and billings. This, in turn, assists healthcare firms in reducing errors and unauthorized data access, improving workflow, and providing quality services to the patients at reduced operational costs. At present, healthcare BPO is categorized based on its varying service types, such as front-end and backend.

Healthcare BPO Market Trends:

The significant expansion in the healthcare sector, along with the increasing prevalence of various cardiovascular diseases, mostly amongst the rising geriatric population, represents one of the prime factors driving the healthcare BPO market toward growth. This, in turn, is facilitating the growth in the number of hospital admissions across the globe. Additionally, the rising awareness amongst the consumers regarding the availability of varying health insurance plans and telehealth services is further supporting the market growth. In line with this, rapid technological advancements and the integration of cloud-based BPO solutions in hospitals and clinics for implementing

global service delivery models at cost-effective rates are acting as other growth-inducing factors. Moreover, numerous favorable initiatives undertaken by the government bodies of several nations for adopting BPO strategy for verifying insurance plans, filling, claiming, examining coding errors and ensuring data security due to the escalating instances of data breaches is contributing to the market growth. Other factors, such as extensive utilization of electronic health records (EHR) and electronic medical record (EMR) for recording patient health information, along with significant collaborations amongst key players, are creating a positive outlook for the market.

Key Market Segmentation:

IMARC Group provides an analysis of the key trends in each sub-segment of the global healthcare BPO market report, along with forecasts at the global, regional and country level from 2023-2028. Our report has categorized the market based on payer service, provider service and pharmaceutical service.

Breakup by Payer Service:

- Human Resource Management
- Claims Management
- Customer Relationship Management
- Operational and Administrative Management
- Care Management
- Provider Management
- Others

Breakup by Provider Service:

- Patient Enrollment and Strategic Planning
- Patient Care Service
- Revenue Cycle Management

Breakup by Pharmaceutical Service:

- Manufacturing Services
- Research and Development Services
- Non-clinical Services

Breakup by Region:

North America

United States

Canada

Asia-Pacific

China

Japan

India

South Korea

Australia

Indonesia

Others

Europe

Germany

France

United Kingdom

Italy

Spain

Russia

Others

Latin America

Brazil

Mexico

Others

Middle East and Africa

Competitive Landscape:

The competitive landscape of the industry has also been examined along with the profiles of the key players being Accenture plc, Cognizant, GeBBS Healthcare Solutions, Genpact, International Business Machines Corporation, IQVIA, NTT Data

Corporation, Omega Healthcare, Parexel International Corporation, Tata Consultancy Services, WNS (Holdings) Limited and Xerox Corporation.

Key Questions Answered in This Report:

What was the size of the global healthcare BPO market in 2022?

What is the expected growth rate of the global healthcare BPO market during 2023-2028?

What has been the impact of COVID-19 on the global healthcare BPO market?

What are the key factors driving the global healthcare BPO market?

What is the breakup of the global healthcare BPO market based on the payer service?

What is the breakup of the global healthcare BPO market based on the provider service?

What are the key regions in the global healthcare BPO market?

Who are the key players/companies in the global healthcare BPO market?

Contents

1 PREFACE

2 SCOPE AND METHODOLOGY

- 2.1 Objectives of the Study
- 2.2 Stakeholders
- 2.3 Data Sources
 - 2.3.1 Primary Sources
 - 2.3.2 Secondary Sources
- 2.4 Market Estimation
 - 2.4.1 Bottom-Up Approach
 - 2.4.2 Top-Down Approach
- 2.5 Forecasting Methodology

3 EXECUTIVE SUMMARY

4 INTRODUCTION

- 4.1 Overview
- 4.2 Key Industry Trends

5 GLOBAL HEALTHCARE BPO MARKET

- 5.1 Market Overview
- 5.2 Market Performance
- 5.3 Impact of COVID-19
- 5.4 Market Forecast

6 MARKET BREAKUP BY PAYER SERVICE

- 6.1 Human Resource Management
 - 6.1.1 Market Trends
 - 6.1.2 Market Forecast
- 6.2 Claims Management
 - 6.2.1 Market Trends
 - 6.2.2 Market Forecast
- 6.3 Customer Relationship Management

- 6.3.1 Market Trends
- 6.3.2 Market Forecast
- 6.4 Operational and Administrative Management
 - 6.4.1 Market Trends
 - 6.4.2 Market Forecast
- 6.5 Care Management
 - 6.5.1 Market Trends
 - 6.5.2 Market Forecast
- 6.6 Provider Management
 - 6.6.1 Market Trends
 - 6.6.2 Market Forecast
- 6.7 Others
 - 6.7.1 Market Trends
 - 6.7.2 Market Forecast

7 MARKET BREAKUP BY PROVIDER SERVICE

- 7.1 Patient Enrollment and Strategic Planning
 - 7.1.1 Market Trends
 - 7.1.2 Market Forecast
- 7.2 Patient Care Service
 - 7.2.1 Market Trends
 - 7.2.2 Market Forecast
- 7.3 Revenue Cycle Management
 - 7.3.1 Market Trends
 - 7.3.2 Market Forecast

8 MARKET BREAKUP BY PHARMACEUTICAL SERVICE

- 8.1 Manufacturing Services
 - 8.1.1 Market Trends
 - 8.1.2 Market Forecast
- 8.2 Research and Development Services
 - 8.2.1 Market Trends
 - 8.2.2 Market Forecast
- 8.3 Non-clinical Services
 - 8.3.1 Market Trends
 - 8.3.2 Market Forecast

9 MARKET BREAKUP BY REGION

9.1 North America

9.1.1 United States

9.1.1.1 Market Trends

9.1.1.2 Market Forecast

9.1.2 Canada

9.1.2.1 Market Trends

9.1.2.2 Market Forecast

9.2 Asia-Pacific

9.2.1 China

9.2.1.1 Market Trends

9.2.1.2 Market Forecast

9.2.2 Japan

9.2.2.1 Market Trends

9.2.2.2 Market Forecast

9.2.3 India

9.2.3.1 Market Trends

9.2.3.2 Market Forecast

9.2.4 South Korea

9.2.4.1 Market Trends

9.2.4.2 Market Forecast

9.2.5 Australia

9.2.5.1 Market Trends

9.2.5.2 Market Forecast

9.2.6 Indonesia

9.2.6.1 Market Trends

9.2.6.2 Market Forecast

9.2.7 Others

9.2.7.1 Market Trends

9.2.7.2 Market Forecast

9.3 Europe

9.3.1 Germany

9.3.1.1 Market Trends

9.3.1.2 Market Forecast

9.3.2 France

9.3.2.1 Market Trends

9.3.2.2 Market Forecast

9.3.3 United Kingdom

- 9.3.3.1 Market Trends
- 9.3.3.2 Market Forecast
- 9.3.4 Italy
 - 9.3.4.1 Market Trends
 - 9.3.4.2 Market Forecast
- 9.3.5 Spain
 - 9.3.5.1 Market Trends
 - 9.3.5.2 Market Forecast
- 9.3.6 Russia
 - 9.3.6.1 Market Trends
 - 9.3.6.2 Market Forecast
- 9.3.7 Others
 - 9.3.7.1 Market Trends
 - 9.3.7.2 Market Forecast
- 9.4 Latin America
 - 9.4.1 Brazil
 - 9.4.1.1 Market Trends
 - 9.4.1.2 Market Forecast
 - 9.4.2 Mexico
 - 9.4.2.1 Market Trends
 - 9.4.2.2 Market Forecast
 - 9.4.3 Others
 - 9.4.3.1 Market Trends
 - 9.4.3.2 Market Forecast
- 9.5 Middle East and Africa
 - 9.5.1 Market Trends
 - 9.5.2 Market Breakup by Country
 - 9.5.3 Market Forecast

10 SWOT ANALYSIS

- 10.1 Overview
- 10.2 Strengths
- 10.3 Weaknesses
- 10.4 Opportunities
- 10.5 Threats

11 VALUE CHAIN ANALYSIS

12 PORTERS FIVE FORCES ANALYSIS

- 12.1 Overview
- 12.2 Bargaining Power of Buyers
- 12.3 Bargaining Power of Suppliers
- 12.4 Degree of Competition
- 12.5 Threat of New Entrants
- 12.6 Threat of Substitutes

13 PRICE ANALYSIS

14 COMPETITIVE LANDSCAPE

- 14.1 Market Structure
- 14.2 Key Players
- 14.3 Profiles of Key Players
 - 14.3.1 Accenture plc
 - 14.3.1.1 Company Overview
 - 14.3.1.2 Product Portfolio
 - 14.3.1.3 Financials
 - 14.3.1.4 SWOT Analysis
 - 14.3.2 Cognizant
 - 14.3.2.1 Company Overview
 - 14.3.2.2 Product Portfolio
 - 14.3.2.3 Financials
 - 14.3.2.4 SWOT Analysis
 - 14.3.3 GeBBS Healthcare Solutions
 - 14.3.3.1 Company Overview
 - 14.3.3.2 Product Portfolio
 - 14.3.4 Genpact
 - 14.3.4.1 Company Overview
 - 14.3.4.2 Product Portfolio
 - 14.3.4.3 Financials
 - 14.3.4.4 SWOT Analysis
 - 14.3.5 International Business Machines Corporation
 - 14.3.5.1 Company Overview
 - 14.3.5.2 Product Portfolio
 - 14.3.5.3 Financials
 - 14.3.5.4 SWOT Analysis

14.3.6 IQVIA

14.3.6.1 Company Overview

14.3.6.2 Product Portfolio

14.3.6.3 Financials

14.3.6.4 SWOT Analysis

14.3.7 NTT Data Corporation

14.3.7.1 Company Overview

14.3.7.2 Product Portfolio

14.3.7.3 Financials

14.3.7.4 SWOT Analysis

14.3.8 Omega Healthcare

14.3.8.1 Company Overview

14.3.8.2 Product Portfolio

14.3.9 Parexel International Corporation

14.3.9.1 Company Overview

14.3.9.2 Product Portfolio

14.3.9.3 SWOT Analysis

14.3.10 Tata Consultancy Services

14.3.10.1 Company Overview

14.3.10.2 Product Portfolio

14.3.10.3 Financials

14.3.10.4 SWOT Analysis

14.3.11 WNS (Holdings) Limited

14.3.11.1 Company Overview

14.3.11.2 Product Portfolio

14.3.11.3 Financials

14.3.12 Xerox Corporation

14.3.12.1 Company Overview

14.3.12.2 Product Portfolio

14.3.12.3 Financials

14.3.12.4 SWOT Analysis

List Of Tables

LIST OF TABLES

Table 1: Global: Healthcare BPO Market: Key Industry Highlights, 2022 and 2028

Table 2: Global: Healthcare BPO Market Forecast: Breakup by Payer Service (in Million US\$), 2023-2028

Table 3: Global: Healthcare BPO Market Forecast: Breakup by Provider Service (in Million US\$), 2023-2028

Table 4: Global: Healthcare BPO Market Forecast: Breakup by Pharmaceutical Service (in Million US\$), 2023-2028

Table 5: Global: Healthcare BPO Market Forecast: Breakup by Region (in Million US\$), 2023-2028

Table 6: Global: Healthcare BPO Market: Competitive Structure

Table 7: Global: Healthcare BPO Market: Key Players

List Of Figures

LIST OF FIGURES

Figure 1: Global: Healthcare BPO Market: Major Drivers and Challenges

Figure 2: Global: Healthcare BPO Market: Sales Value (in Billion US\$), 2017-2022

Figure 3: Global: Healthcare BPO Market Forecast: Sales Value (in Billion US\$), 2023-2028

Figure 4: Global: Healthcare BPO Market: Breakup by Payer Service (in %), 2022

Figure 5: Global: Healthcare BPO Market: Breakup by Provider Service (in %), 2022

Figure 6: Global: Healthcare BPO Market: Breakup by Pharmaceutical Service (in %), 2022

Figure 7: Global: Healthcare BPO Market: Breakup by Region (in %), 2022

Figure 8: Global: Healthcare BPO (Human Resource Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 9: Global: Healthcare BPO (Human Resource Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 10: Global: Healthcare BPO (Claims Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 11: Global: Healthcare BPO (Claims Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 12: Global: Healthcare BPO (Customer Relationship Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 13: Global: Healthcare BPO (Customer Relationship Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 14: Global: Healthcare BPO (Operational and Administrative Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 15: Global: Healthcare BPO (Operational and Administrative Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 16: Global: Healthcare BPO (Care Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 17: Global: Healthcare BPO (Care Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 18: Global: Healthcare BPO (Provider Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 19: Global: Healthcare BPO (Provider Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 20: Global: Healthcare BPO (Other Payer Services) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 21: Global: Healthcare BPO (Other Payer Services) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 22: Global: Healthcare BPO (Patient Enrollment and Strategic Planning) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 23: Global: Healthcare BPO (Patient Enrollment and Strategic Planning) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 24: Global: Healthcare BPO (Patient Care Service) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 25: Global: Healthcare BPO (Patient Care Service) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 26: Global: Healthcare BPO (Revenue Cycle Management) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 27: Global: Healthcare BPO (Revenue Cycle Management) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 28: Global: Healthcare BPO (Manufacturing Services) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 29: Global: Healthcare BPO (Manufacturing Services) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 30: Global: Healthcare BPO (Research and Development Services) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 31: Global: Healthcare BPO (Research and Development Services) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 32: Global: Healthcare BPO (Non-clinical Services) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 33: Global: Healthcare BPO (Non-clinical Services) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 34: North America: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 35: North America: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 36: United States: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 37: United States: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 38: Canada: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 39: Canada: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 40: Asia-Pacific: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 41: Asia-Pacific: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 42: China: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 43: China: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 44: Japan: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 45: Japan: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 46: India: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 47: India: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 48: South Korea: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 49: South Korea: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 50: Australia: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 51: Australia: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 52: Indonesia: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 53: Indonesia: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 54: Others: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 55: Others: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 56: Europe: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 57: Europe: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 58: Germany: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 59: Germany: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 60: France: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 61: France: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 62: United Kingdom: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 63: United Kingdom: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 64: Italy: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 65: Italy: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 66: Spain: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 67: Spain: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 68: Russia: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 69: Russia: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 70: Others: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 71: Others: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 72: Latin America: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 73: Latin America: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 74: Brazil: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 75: Brazil: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 76: Mexico: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 77: Mexico: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 78: Others: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 79: Others: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 80: Middle East and Africa: Healthcare BPO Market: Sales Value (in Million US\$), 2017 & 2022

Figure 81: Middle East and Africa: Healthcare BPO Market: Breakup by Country (in %), 2022

Figure 82: Middle East and Africa: Healthcare BPO Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 83: Global: Healthcare BPO Industry: SWOT Analysis

Figure 84: Global: Healthcare BPO Industry: Value Chain Analysis

Figure 85: Global: Healthcare BPO Industry: Porter's Five Forces Analysis

I would like to order

Product name: Healthcare BPO Market: Global Industry Trends, Share, Size, Growth, Opportunity and Forecast 2023-2028

Product link: <https://marketpublishers.com/r/H9F3CC053272EN.html>

Price: US\$ 2,499.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/H9F3CC053272EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:
Last name:
Email:
Company:
Address:
City:
Zip code:
Country:
Tel:
Fax:
Your message:

****All fields are required**

Customer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

