

NON VOICE BPO IN HEALTHCARE INDUSTRY

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Cygnus

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PREFACE

Global healthcare market was worth over USD4.17 trillion in 2005, a growth of 7.16% over 2004, higher than global GDP. The Indian healthcare BPO services industry includes health insurance, medical transcription and health care service. Non Voice based services contributed about 45% of total revenues, balance being from voice based services. Currently, non captive BPO companies in India derive about 16.5% of their revenue from healthcare, which is expected to go up to 20% in the coming 3 years, with regulatory, cost and competitive pressures forcing healthcare providers and payer companies to outsource a greater part of their operations.

This report covers non-voice offshore healthcare-BPO services industry, in India. It focuses on outsourcing from healthcare industries in the US, the UK, France, Germany and Australia—the major target markets for Indian healthcare BPO service providers. Highlights of the report include snapshots of major healthcare markets worldwide, processes outsourced, growth drivers, in-depth coverage of healthcare BPO services, and profiles of leading companies in India in the healthcare BPO space.

This report will help BPO service providers, who are already focused on the healthcare vertical, sharpen their focus and identify new markets. BPO service providers, who are keen to offer healthcare BPO services, will find this report useful in crystallizing their strategic plans. This report will help Healthcare Providers and Payer companies, which have already outsourced or plan to outsource, learn about outsourcing trends in the healthcare industry. Others such as government departments, analysts, students, consultants and entrepreneurs will gain a comprehensive understanding of this fast-growing industry.

The report has 125 pages, 4 annexures, 13 figures, 16 tables and 2 charts.

CONTENTS

1. EXECUTIVE SUMMARY	5
2. OVERVIEW.....	7
2.1 Global BPO Industry	8
3. GLOBAL HEALTHCARE INDUSTRY	15
3.1 Industry segments	15
3.2 Major Markets	16
3.2.1 US	17
3.2.2 Europe.....	21
3.2.3 Australia.....	31
4. OUTSOURCING PROCESSES.....	36
4.1 Healthcare Providers	40
4.1.1. Revenue Cycle Management	40
4.1.2 Accounts Receivables Management	44
4.2 Healthcare Payers	45
4.2.1 Claims Processing	45
4.3 Others	46
4.3.1 Benefits consulting companies	46
5. BPO IN HEALTHCARE – INDIA	48
5.1 Overview.....	48
5.2 Market Trends	48
5.3 Regulations & Policies	51
5.3.1 Indian Government Regulations & Policies	51
5.3.2 Major State Government Regulations & Policies.....	53
5.4 Issues & Challenges.....	61
5.4.1 Confidentiality & Data Security.....	61
5.4.2 Legal issues	61
6. GROWTH DRIVERS	63
7. CRITICAL SUCCESS FACTORS AND STRATEGIES.....	67
7.1 Critical Success Factors	67
7.2 Strategies for success	68
8. INDIA AS A DESTINATION OF HEALTHCARE OUTSOURCING.....	71
8.1 Major Healthcare Outsourcing Service providers.....	72
8.1.1 Major Healthcare outsourcing providers	73

8.1.2 Market Size of Healthcare BPO in India	73
9. PROFILES OF HEALTHCARE BPOs	74
9.1 Ajuba.....	74
9.2 Apollo Health Street (AHSL)	76
9.3 CBay Systems	78
9.4 Comat Technologies.....	80
9.5 Lapid Healthcare	82
9.6 Promantra	83
9.7 Tranquilmoney	84
9.8 Vision Healthsource	85
9.9 WNS Global Services	87
MNC – Healthcare BPOs	89
9.10 ACS of India Private Limited.....	89
9.11 Cognizant Technology Solutions	91
9.12 IBM Daksh Business Process Services Private Limited.....	93
Indian Healthcare BPOs.....	95
9.13 EXL Services.....	95
9.14 Datamatics Technologies Ltd (DTL)	97
9.15 Hinduja TMT	99
9.16 FirstSource	101
9.17 Nipuna Services.....	103
9.18 Infosys BPO.....	105
9.19 TCS BPO	107
9.20 Wipro Healthcare & Life Sciences	109
10. FUTURE OUTLOOK	111
ANNEXURE 1: MAJOR HEALTHCARE PAYERS AND PROVIDERS	112
ANNEXURE 2: KEY FACTS - MARKETS FOR BPO IN AMERICAS, EUROPE, ASIA AND OTHER COUNTRIES	114
ANNEXURE 3: LIST OF ABBREVIATIONS	123
ANNEXURE 4: BIBLIOGRAPHY	124

LIST OF FIGURES

- Chart 2.1: Major Markets Share in Global ITO Mega Deals – 2004 & 2005
- Chart 2.2: Major Markets Share in Global BPO Mega Deals – 2004 & 2005
- Chart 3.1: Global Healthcare Market - Regional Share & Size*
- Chart 3.2: Public vs. Private Healthcare Expenditure 2003-07
- Chart 3.3: US - GDP & Healthcare Expenditure 2003-07
- Chart 3.4: Public vs. Private Healthcare Expenditure 2003-07
- Chart 3.5: UK - GDP & Healthcare Expenditure 2003-07
- Chart 3.6: Public vs. Private Healthcare Expenditure 2003-07
- Chart 3.7: France - GDP & Healthcare Expenditure 2003-07
- Chart 3.8: Public vs. Private Healthcare Expenditure 2003-07
- Chart 3.9: Germany - GDP & Healthcare Expenditure 2003-07
- Chart 3.10: Public vs. Private Healthcare Expenditure 2003-07
- Chart 3.11: Australia - GDP & Healthcare Expenditure 2003-07

LIST OF TABLES

- Table 2.1: Top 10 Best Performing BPOs in 2007.
- Table 2.2: Outsourcing Revenues of Big Six, 2002-07(USDm)
- Table 2.3 Major Players in Outsourcing
- Table 3.1: Leading Hospitals in the US
- Table 3.2: Major Health Plan Providers
- Table 3.3: Healthcare Providers – UK
- Table 3.4: Health Plan Providers – UK
- Table 3.5: Healthcare Providers – France
- Table 3.6: Health Plan Providers – France
- Table 3.7: Healthcare Providers – Germany
- Table 3.8: Health Plan Providers – Germany
- Table 3.9: Healthcare Providers – Australia
- Table 3.10: Health Plan Providers – Australia
- Table 5.1: Indian BPO regulation vis-a-vis competition
- Table 8.1: India vs. US BPO
- Table 8.2: Major Healthcare BPO Companies in India

LIST OF FIGURES

- Figure 4.1: Revenue Cycle Management - Schematic Diagram
- Figure 4.2: Accounts Receivables