



Healthcare Payer BPS: Managing Effectiveness

Exela Technologies

Report Abstract

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10 pages

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Who is This Vendor Assessment For?

NelsonHall’s healthcare payer BPS managing effectiveness profile on Exela is a comprehensive assessment of Exela’s offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and healthcare payer BPS effectiveness services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the healthcare payer BPS sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Exela’s offerings and capabilities in healthcare payer BPS managing effectiveness services.

Exela supports healthcare payer BPS effectiveness services through BPO and digital solutions in digital mailroom operations, claims processing, payment integrity, data management, and member and provider engagement. Exela’s proprietary PCH Global solutions include enrollment workflow, EDI Gateway, claims administration, payment processing, data management, and interoperability. Exela’s Rule14 data analytics product automates process and performs external data validations. The proprietary Spring enrollment platform offers “plug-in” products interface for plan administrators and policy holders to access and manage plans and benefits. Additional platforms provide mailroom operations and digital mail platform, automated underwriting, billing services, material fulfillment, and payment reconciliation.

Scope of the Report

The report provides a comprehensive and objective analysis of Exela’s healthcare payer BPS managing effectiveness services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base, including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization, including the location of delivery locations.

Healthcare Payer BPS Managing Effectiveness Services Vendor Assessments also Available for:

- CGI
- Cognizant
- Conduent
- EXL
- Gainwell Technologies
- Genpact
- HGS
- Infosys
- NTT DATA
- Wipro
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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