

# Xerox Services Healthcare Payer BPO

Vendor Assessment  
Report Abstract

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9 pages





## Who Is This Vendor Assessment For?

NelsonHall’s Healthcare Payer BPO Vendor Assessment for Xerox Services is a comprehensive assessment of Xerox’s commercial and public sector payer BPO offerings and capabilities designed for:

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



## Key Findings & Highlights

ACS brought to Xerox a strong presence in the healthcare market. Its Healthcare Solutions practice supports a number of constituents within healthcare: providers; payers; employers; and government agencies. These four areas are bridged by Healthcare EDI Services, which helps translate and process eligibility and claim transactions and then connects them with multiple Medicaid, Medicare and commercial payers.

The company provides healthcare payer BPO across the full breadth of services, including claims transaction processing, plan administration, customer care, and fraud and payment recovery.

Xerox Services segments the healthcare market into government payers and private sector payers. For private sector payers it further segments the market into large commercial payers and BCBS. For its government healthcare clients, Xerox is focused on using requirements within U.S. healthcare reform, while with commercial payers Xerox has been successful in winning contracts for transactional back-office services.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Xerox Services' healthcare payer BPO offering, capabilities, and market and financial strength, 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 geography of delivery locations.

## Report Length

9 pages

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## Healthcare Payer BPO Vendor Assessments Also Available for:

Accenture

CSC

Dell Services

Genpact

HP Enterprise Services, Commercial Sector

HP Enterprise Services, Health & Human Services

IBM Global Services

Infosys

WNS Services