



TeleTech CMS in Healthcare (Payer and Provider Support)

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on TeleTech is a comprehensive assessment of TeleTech's healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the healthcare sector and identifying vendor suitability for CMS 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

TeleTech is a U.S. based company with headquarters in Englewood, Colorado. It offers outsourced customer management services (CMS), contact center technology, and strategy consulting.

TeleTech currently has ~42k employees working from 59 contact centers in 25 countries, and providing support in 50 languages.

The majority of TeleTech's healthcare clients are based in the U.S. The company provides a range of CMS offerings to the healthcare sector including:

- Member enrollment
- Member care
- Appeals and claims processing
- Analytics
- Support of providers on behalf of payers.

TeleTech has delivery centers supporting its healthcare payer clients in the U.S., the Philippines, Costa Rica, and Mexico.

Scope of the Report

The report provides a comprehensive and objective analysis of TeleTech's healthcare sector CMS offerings, 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 CMS healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



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Report Length

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