Potentials of the BPM Industry in Supporting Big Data for Health
ASSOCIATION’S EVOLUTION PROCESS

2002

Medical Transcription

2010/2012

Expanded to Healthcare Information Mgt

2015

Removed “Outsourcing”

More than 80 Member Companies in 2015
Philippine IT-BPM Revenue

<table>
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<tr>
<th>Year</th>
<th>HIM</th>
<th>IT-BPM</th>
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Services Increasing in Complexity and Value

Healthcare BPO in the Philippines: on the fast track

- 100% year-over-year growth in revenue
- 40-45% year-over-year growth in FTEs

Large nursing talent pool
- Ideal blend of medical knowledge and strong customer interaction skills
- Familiar with the United States healthcare reforms: PPACA, ICD-10, and ACO
- Cultural affinity with the United States
- Strong voice skills

Expected to continue for at least 2-3 years

Fueled by United States healthcare reforms: PPACA, ICD-10, and ACO

Work delivered
- Medical transcription
- Revenue cycle management (RCM)
- Care management
- Non-voice claims processing

75% of healthcare work delivered from the Philippines

30-50% year-over-year growth

Clinical support | Compliance management | Disease management

Everest Group: Is the Philippines Stepping Up to Lead the Industry into the Next Horizon of Global Services?
Healthy Communities Institute

Healthcare BPO Acquisition/Alliances

Accenture + Duke University + Apple

EXL + Blue Slate Solutions

Xerox + Healthy Communities Institute + IBM + Watson

Healthcare Information Management Association of the Philippines
Collaboration

INNOVATE

Mutual
LEARNING

NEW
PERSPECTIVE
THANK YOU!