

Breakdown by Stakeholder Group

\$ billion, 2019 (percent of total administrative spending)

Total administrative spending	950 (100%)
Private payers	180 (19%)
Hospitals	250 (26%)
Physician groups	205 (22%)
Public payers	80 (9%)
Other sites of care	235 (24%)

Figure 1

Forecasted Payment Split 2023

3%	Other
27%	Digital Wallet
8%	Bank Transfer
4%	Cash
58%	Card

Figure 2

Consumer payment method preferences have changed due to COVID-19

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Agree
25%	35%	26%	10%	4%	60%

Offering more payment methods is more important to us now than it has ever been

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Agree
25%	35%	27%	9%	4%	60%

Figure 3