

HORIZON INCREASES MEMBERS 400%

with new insurance payment system

Amazon raised consumer expectations for the experience they receive from service providers and Horizon's in-house system could not keep up.

Horizon selected ACI to tackle the issue and members are reaping the benefits:

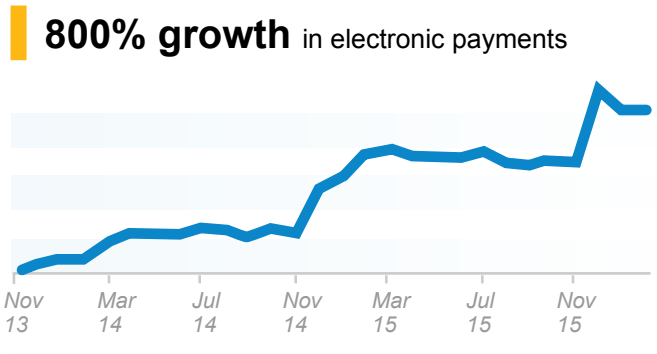
“ACI's system provides our members with choice”

William Wolfe, Director of Billing, Enrollment and Implementation for Horizon Healthcare Services, Inc.

Payment options for members

- Healthcare.gov
- Off-exchange
- Web
- IVR
- Call center

- Credit card 31%
- Debit card 36%
- ACH 33%



- Insure.com named Horizon **the best insurance company of 2016.**
- Horizon grew exchange enrollment 400% from 2014 to 2016.

To increase member retention, Horizon chose to offer recurring card payments. Business case:

- For each **100,000** individual market members
- 3%** monthly member attrition
- 50%** stay an avg 2 months longer
- \$500** monthly revenue
- 60** months

\$90 million revenue X 1% margin = \$900,000 contribution

Want to win market share this open enrollment season? Visit www.aciworldwide.com/insurance now to see how other insurers boosted member retention.
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