

# Horizon Increases Members 400%

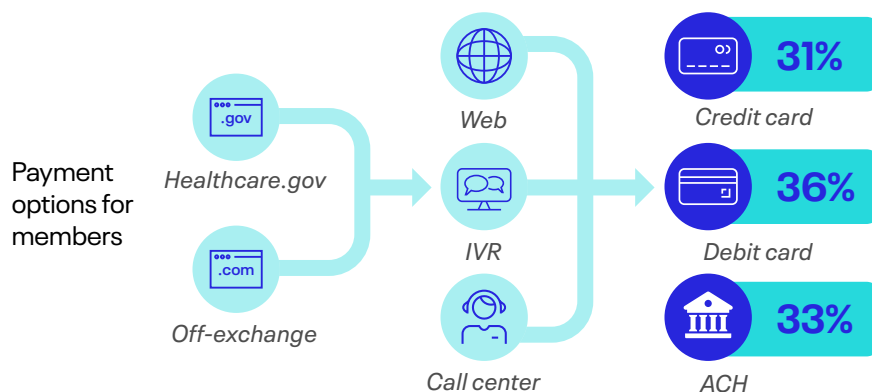
with new insurance payment system

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

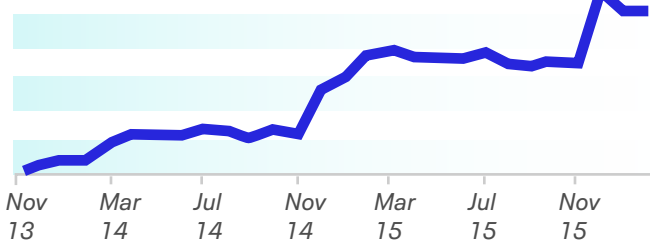
Horizon selected ACI to tackle the issue and members are reaping the benefits:

**ACI's system provides our members with choice"**

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



**800% growth** in electronic payments



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](http://www.aciworldwide.com/insurance) now to see how other insurers boosted member retention.

**ACI Worldwide**  
Real-Time Payments