

# Streamline Member Payments With a Flexible Digital Platform

As membership grows, it can be difficult for insurance exchanges to keep members satisfied, especially when it comes to premium notices and payments. For one state-run insurance exchange that covers more than 1 million children, families, seniors and people with disabilities, streamlining this process was particularly challenging due to:



Low adoption of making online payments



The online payment process not working on phones or tablets



All bills, notices and documents being sent via snail mail



No online engagement for members

That's why the exchange turned to NTT DATA Services. Our health plan digital payment platform, based on responsive design, enabled the exchange to provide its members with:



Payment support on any device



Flexible payment options



Easy access to view transaction history

With the NTT DATA solution, the client was able to:



Improve the online payment rate by 7% of total membership



Exceed expectations for adoption of e-notices and e-bills



Improve customer satisfaction

Transform your health plan with solutions tailored to your business needs.

Visit [nttdataservices.com/healthplans](http://nttdataservices.com/healthplans) to learn more.