

FOR BROKERS



CAPSTONE
Administrators



WHO WE ARE

Everyone needs a little **joy** in their day. Benefit plan administration may seem like an unsuspecting place to find it, but at Capstone Administrators, our mission is to bring joy to our clients every day, through every interaction.

Our team of group benefit plan experts is committed to serving customers with integrity, enthusiasm, and a wealth of experience. We place a high value on building lasting relationships with our broker partners because we know we can be a stronger team together.

Did you know?

The Capstone Administrators team averages **23 years** of industry experience per employee.

Our Services



ENROLLMENT & BILLING

- » Benefitsolver® technology
- » Consolidated billing
- » Integrated COBRA management
- » Web-based enrollment
- » Single point of entry



RISK MITIGATION

- » Accurate, secure files transmitted promptly
- » Dedicated ERISA attorney on staff
- » Regular audits
- » Document retention system



ACCOUNTING

- » Collection of premium contributions
- » Reconciliation for vendors
- » Reconciliation for group accounts
- » Bookkeeping for funds paid and received



ACCOUNT MANAGEMENT

Our ultimate goal is to improve the lives of our clients and their members by providing a plan that operates at its highest level. We'll be by your side, managing your plan, so you can spend your time doing more of what you do best.



UNDERWRITING, REPORTS/ANALYSIS & PLAN DESIGN

- » Monthly, quarterly, or annual reports tailored to your needs
- » Integration of claims and enrollment into data feeds
- » Historical databases for inquiries



WHAT WE DO

Capstone Administrators is dedicated to providing comprehensive administrative solutions for your clients' group benefit plans. We offer a full range of customized services featuring state-of-the-art technology to meet the needs of trade associations, MEWAs, single employers, and more.

Whether your clients need assistance with a multiple employer plan or a single employer plan, we've got you covered. Our a-la-carte method gives them the flexibility to choose the services they want and need. They have the freedom to decide which services are the best fit, and we take care of the rest.



SALES & MARKETING SUPPORT

We're here to help clients stand out in this competitive environment. Innovative ideas and solutions, ranging from a customized website to member retention marketing, will separate our clients from the pack.



PROGRAM MANAGEMENT

Want to take a more hands-off approach to your group benefit plan? As your plan manager, we'll handle everything from accounting to enrollment and beyond.



COMPLIANCE

- » Compliance dashboard® technology
- » Assistance with ERISA, HIPAA, COBRA & ACA compliance



SERVICE CENTER

Have questions? You'll always be assisted by your friendly personal account contact who deeply understands our company, our technology, and the issues you're facing.

"The Indiana Bankers Association is pleased to work with Capstone Administrators as the trusted administrator of the IBA Group Insurance Trust. The professionals at Capstone expertly handle all of the eligibility work of our insurance trust, including customer service, account management, sales, accounting, and underwriting. Capstone demonstrates the highest of ethics and integrity in ensuring that its clients' needs are met to complete satisfaction.

— Amber Van Til
President & CEO,
Indiana Bankers
Association



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OUR COMMITMENT

Capstone Administrators is dedicated to helping our broker partners better serve their clients when they offer our services. As our partner, Capstone Administrators will assist you in these areas and more:

- » Deepening your industry expertise with your clients
- » Increasing coverage affordability while still meeting compliance standards
- » Demonstrating services to promote healthcare quality to your clients including: enrollment assistance, claims advocacy service, and consolidated billing
- » Providing proactive developments, not only in the cost of your clients' plans, but with their service and accountability to their members
- » Offering greater efficiencies for your clients and for you
- » Increasing prospecting opportunities and retention tools
- » Providing an extension of your communication and local service standard



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