Team Training - January 26

Micro-deposits and claim payment process @ 0:27

Andrew explained the micro-deposit process during implementation, where claims are pushed first before the premium is deducted. This creates a cleaner look on the client's paycheck and enhances the compliance of the program.

Integrations and reporting @ 4:25

Andrew emphasized the importance of accurate integrations with payroll providers to ensure proper reporting and data transfer, especially for larger self-insured clients. He noted that the team is working to build custom APIs to streamline this process.

CPC coverage and indemnification @ 5:18

Andrew discussed the different approaches to providing CPC (Capstone Protection Coverage) to clients. For some programs like Kingston Advantage, Capstone indemnifies the client rather than using premium to directly purchase the coverage. This provides the same level of protection but through a different method.

Comparison of Horizon plan options @ 8:11

Andrew reviewed the key differences between the Capstone Select, Advantage, and Premier plan options, including enrollment requirements, funding mechanisms, and claim processing. He noted a preference for the Advantage and Premier plans over Select due to their broader coverage and simpler administration.

Timing for new business and plan documentation @ 14:53

Andrew highlighted that the next 2-3 months is a prime time to target new business, as companies are focused on tax season and open enrollment. He also noted that plan documentation for the new Horizon series products will be finalized soon, within the required 60-day window.

Recap and next steps @ 35:16

Andrew wrapped up the meeting, encouraging the team to reach out with any additional questions or topics they'd like covered in future calls. He noted the recording and summary will be available shortly.