

Agent FAQ—*What you need to know*

HOW DO I GET A QUOTE FOR EAP SERVICES?

Visit our website and click on the [request-a-quote](#) icon. Answer a few questions and we will contact you with a customized quote. If you prefer, you may call 800-968-8143 for a quote.

TO OBTAIN A QUOTE, WHAT INFORMATION DOES FIRST SUN NEED ABOUT MY CLIENT?

The request-a-quote icon on our website takes you through the information we need. This includes items such as the total number of employees in the workplace, location of employees, information about the current EAP (if there is one) and desired services.

HOW FAST CAN FIRST SUN CREATE A PROPOSAL FOR ME?

The average turnaround time, after collecting your information, is two days.

IS THERE A GENERIC FEE USED FOR COMPANIES OF DIFFERENT SIZES?

No. Our quotes are customized. We use a variety of information about each group to determine pricing.

DOES THE EAP COVER ALL OF THE EMPLOYEES—EVEN IF THEY DO NOT OPT INTO THE HEALTH PLAN?

We typically cover all employees who are eligible for the health plan, even if they are not enrolled. We can also cover part-time employees, temporary employees and retirees, if the group would like us to. We simply add their numbers into the count of employees we are covering.

HOW ARE EAP SERVICES CHARGED?

Fees are usually quoted per employee per month (PEPM) at the beginning of a contract, and the employee count is the total number of employees for that group. This differs from the PEPM often used by the health plan to refer to only those employees who choose to participate in the health plan.



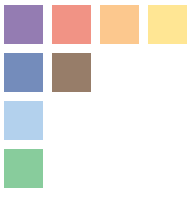
Lucy Henry, LPC, CEAP
Vice President of Stakeholder Relations

Lucy Henry began her EAP career in 1992. She became an Affiliate Provider for First Sun EAP in 1997 and joined the staff in 2000. Currently, Lucy is the liaison to First Sun's corporate partners. She is active in the SC Employee Assistance Professionals Association (EAPA) and is the current President of the International EAPA.

Lucy is passionate about helping work organizations and work partners understand the need to provide value-based EAP services to employees and their family members. She believes in the value of connection and partnership with individuals to promote productivity and success.

Lucy is also passionate about the outdoors and is at her best on a wooded trail, whether it be walking or riding her mountain bike.





HOW ARE RATES DETERMINED ON RENEWAL?

Renewal rates are based on how the group utilizes services rather than primarily adjusting rates based on employee count. This allows for rates to remain stable for a longer period of time.

DOES FIRST SUN GO ON SALES CALLS?

Absolutely. We feel that meeting clients can be a great way to help them understand the services. Depending on your preference, we can help by going on sales calls with you or by staying in the background, giving you tips and materials to make the product most attractive to your client.

CAN FIRST SUN COVER OUT-OF-STATE EMPLOYEES?

Yes. We are a full-service EAP with nationwide coverage.

HOW FAST CAN FIRST SUN IMPLEMENT A PROGRAM IF THE CUSTOMER NEEDS TO MOVE QUICKLY?

We can implement our program within one business day of receiving a signed contract and a completed employer information form.

ARE SERVICES INTEGRATED WITH MEDICAL AND BEHAVIORAL HEALTH SERVICES?

Yes. Our risk managers work to seamlessly integrate our services with healthcare providers, behavioral health pro-

viders, disability carriers, workers' compensation providers and the workplace. We coordinate with your health plan's network so clients can continue in care seamlessly from the EAP to the behavioral health plan.

WHAT SUPPORT MATERIALS ARE AVAILABLE TO PROMOTE FIRST SUN EAP?

We provide your client with a comprehensive approach to educating the entire workplace about their new EAP. A First Sun EAP Consultant is available to meet with your client and create a tailored program kickoff for managers and employees as well as suggestions for ongoing program awareness. Our promotional materials—from posters to webinars—are widely accessible through our website; and our employee and management newsletters release new materials on a monthly basis.

WHO PROVIDES THE SBC?

When First Sun holds the contract for a group, we will provide the SBC for the EAP services directly to the group.

Contact Maria Lund, President and COO, at maria.lund@firstsuneap.com for sales and more details about how the First Sun Employee Assistance Program can be an asset to your clients.

Contact Lucy Henry at lucy.henry@firstsuneap.com to help your current clients best utilize the First Sun EAP services available to them.

To request a quote, please visit www.firstsuneap.com and click on the [request-a-quote](#) icon or call 800-968-8143 to speak with a representative.

