

FREQUENTLY ASKED QUESTIONS

1. What is First Sun's commission structure?

The quotes we give don't include commission. You are free to add one or to forego it to enhance your competitive position.

2. Does First Sun go on sales calls?

We work this however you prefer. 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 prospect.

3. How fast can First Sun get a proposal to me?

The average turnaround time after collecting your information is one day.

4. Can First Sun cover out-of-state employees?

Yes.

5. How fast can First Sun put a program in place if the customer needs to move quickly?

We can do this within minutes and can start serving employees right away.

6. Why should my customers buy EAP when they already have behavioral health benefits?

- Our services **lower healthcare costs**
 - Access – services are free so workers are more likely to use them before problems become costly and fewer people enter the behavioral health system.
 - Effectiveness - We provide assessment and case management which makes care more effective
- We **enhance productivity**
 - Employees work harder when they have free resources to help them with personal problems
 - Managers get more done when they are not dealing with troubled employees
 - HR is more effective when they are not worrying about how to engage workers

7. What is the typical utilization for services?

The industry average, using the definition recommended by the Employee Assistance Professionals Association, is 5%. First Sun has internal benchmarks that are higher than this average and works closely with customers to maximize utilization.

8. Are services integrated with medical and behavioral health services?

Our risk managers function to integrate our services with healthcare providers, behavioral health providers, disability carriers, workers comp providers and the workplace.

9. How is First Sun different than other EAP providers?

- We use **staff rather than call centers or network providers** for the essential EAP functions. This makes a significant difference in the effectiveness of the program.
- No other EAP has workplace support like First Sun. We have **specialized professionals for risk management and organizational services** who reduce risk and liability, lower healthcare costs and improve corporate success.
- We have **personal relationships with our local providers, resources and customers**. Being onsite and local makes a difference in how much the service is used and how well the program works.

10. What materials are available for EAP promotion?

Promotions include brochures, magnets, wallet cards, posters, paycheck stuffers, tip sheets, articles, newsletters and online and DVD based training. Promotional campaigns are tailored to the preferences of the customer.