



## FIRST SUN EAP

Partnering with Providers  
to Help People

*Be Better*

At Work

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# WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM?

- A workplace program with services designed to:
  - Assist organizations in addressing productivity issues.
  - Assist employees with identifying and resolving problems that may affect job performance, including marital, family, financial, alcohol, other drugs, legal, health, emotional, stress.



# WHY HAVE AN EAP?



- Assist HR
- Assist Management
- Assist Employees
- Improve The Bottom Line

# A FEW FACTS ABOUT FIRST SUN EAP

- South Carolina Business
- Corporate Office in Columbia
- Offices in Charleston, Greenville, Spartanburg, and Rock Hill
- Over 265 customers in SC and Georgia
- Provide EAP, Organizational Consulting/Training
- 18 staff members around the state
- Provider network includes over 800 licensed master's or doctorate clinicians nationwide



# WHO WE ARE



- We are Caring
- We are Responsive
- We are Committed to Results
- We are Dedicated to the Profession
- We are a Team

# YOU ARE PART OF OUR TEAM



# HOW WE'RE WORKING WITH YOU

- Did 2006 survey
- Responded to your concerns
  - Provider Appreciation Conference 2007
  - Electronic pay option
- Created Website Resources 2008
- Provider Appreciation Conference 2008
- Asking for feedback – how are we doing?

# HOW TO JOIN THE FIRST SUN NETWORK

- Contact us and we will start the process or download forms on the website and email them to us.
- Complete our forms and sign a contract
- Our credentialing process is fast and easy!

# HOW WE MAKE REFERRALS TO YOU

- When you join the network we ask what kind of clients you like to work with
- When clients call in we match their needs to your profile
- Contact us if you want more referrals, we can try to increase them for you
- Please call us promptly to accept the referral so we can take care of the client

# HOW OUR AUTHORIZATIONS WORK

- At time of referral, we fax an authorization with the maximum number of allowed sessions
- The authorization has an expiration which corresponds to the end of the contract year
- If that passes and you want to continue with the client, the client must call to reauthorize because contracts aren't always renewed

# HOW YOU HELP US HELP PEOPLE BE BETTER AT WORK

- You can help us two ways:
  1. Call us if you ever wish to staff a case or get peer support, we're happy to process tough cases with you.
  2. Call us if you assess workplace concerns – ***our goal is to work with you*** to assure the most effective outcome. We know company policies and can usually assist. Confidentiality is paramount to us.

# COMMON WORKPLACE CONCERNS

- Potential for Violence against self or others
- Substance Abuse
- Depression
- Absenteeism
- Conflicts with coworkers or supervisor
- Reports of harassment
- Requests to complete disability paperwork

# SUBSTANCE ABUSE

- Please call us if you assess substance abuse issues.
- We assist you and the client with
  - Accessing the best levels of care
  - Pre-certifying care with insurance
  - Linking with free disease management resources
  - Planning an effective leave from and return-to-work when needed

## **OTHER SERVICES YOU COULD PROVIDE**

Contact us if you are interested in providing these other services for us...

- Lunch-Bunch Training
- Benefits Fairs
- Employee Orientations
- Critical Incident Stress Response meetings
- Articles for newsletters - with photo and byline



# PEER SUPPORT



We are available to provide free, confidential peer support to you.

Please contact us – we know that client issues can be challenging. We are here to help.

# CEAP ADVISEMENT AND TRAINING

Looking to gain more EAP referrals?

Join our free Group Advisement for the Certified Employee Assistance Professionals (CEAP) credential. It is a fun group that helps you earn a valuable credential.

Contact us to find out more.

# HOW TO ASSURE ACCURATE PAYMENT

- Complete your Network Provider Logs and fax or mail them so we receive them by the 6<sup>th</sup> of each month.
- If you wish to be paid electronically, complete the Provider ACH Authorization form. Read more in our Provider Payments section.



# HOW ARE WE DOING?



We are interested in knowing how we are doing. Please contact us any time to give us feedback.

We want to hear from you.