



FREQUENTLY ASKED QUESTIONS

How do I join the First Sun EAP Provider Network?

Download and complete information in the Join Our Network PDF for consideration. Email, mail or fax them back to us with the other required documents. We will review them to determine eligibility and fit with our network and contact you.

Once a provider, how do I receive referrals from First Sun?

When clients call us for a referral, we do our best to match them with providers who can best meet their needs. We refer to the information you submitted to be a part of the network — the types of clients you like to work with, your hours and any other information about your practice.

How do I get paid for services I have provided?

At the time of referral, we will send you an Authorization. After meeting with a client, please enter all authorized sessions via our Secure Online Billing Form system which is sent securely to us. All session activity must be received by us by the 6th of each month. For helpful instructions on billing, download our Reimbursement Procedures.

My authorization has expired but my client still needs services. What do I do?

Authorizations expire at the end of an employer's contract year or if the contract ends. An expiration date is on each authorization you receive. When the authorization has expired, please have the client call to verify he/she is still eligible for EAP benefits. If so, we will issue and send a new authorization to you. If the contract ends prior to the expiration of the authorization (not typical) you will be notified.

I have a complicated client I am working with. Can you help?

Yes, we are happy to help! We offer free peer support for staffing challenging cases. While we don't offer clinical supervision, we do have Certified Employee Assistance Professionals and Licensed Professional Counselors who are glad to consult with you on difficult matters.

Do you have clients in my location?

The majority of clients we work with are in the southeast. However, we are a national company and do contract with several companies who have offices/facilities in other states. To best determine if we have need for a provider in your location, please call us at **803-978-9900**.

Does First Sun EAP contract directly with treatment facilities?

No; however, we do appreciate receiving information about treatment facilities so we can stay up-to-date on resources for our clients.