



Call us at **800-968-8143** or [request your benefit](#) online.
Log into the [Well-Being Center](#).

Frequently Asked Questions

Where can I find a list of your counselors/network providers?

We do not have a published provider list. Please call us at 800-968-8143 or submit the [Request My Benefit](#) form to share your preferences and concerns. Our team will match you with a provider from our diverse network who fits your needs.

Can I use a counselor who isn't a First Sun EAP provider?

Please contact us for specific provider requests so we may determine if they are eligible.

What should I expect after my referral?

Unless otherwise noted, your next step is to contact the provider to schedule an appointment. You and the provider will monitor the sessions and follow-ups together.

How long should it take for the provider to return my call?

Please allow up to 48 business hours for a return call.

My provider never called me back. What now?

Please contact us so we may provide a new referral.

Why am I being asked for my health insurance information?

A provider who accepts health insurance may ask for your information, so after using all your free EAP sessions, you can seamlessly continue your sessions through your health insurance.

Why am I being asked for my credit card information?

It is standard practice for most providers. It provides an additional option after your EAP sessions have been exhausted. Members will not be charged for authorized sessions with your provider.

How long do counseling sessions last?

Typically, sessions last 45 minutes to one hour; however, the provider can decide at their professional discretion.

Will I receive an authorization code, and can that code be used with any provider I choose?

No. First Sun will send your authorization directly to the provider who has agreed to see you. Authorizations are tied to the specific provider and cannot be switched to another provider.

What happens after my EAP sessions are gone?

You can choose to end your mental health relationship, continue care using your health insurance, or pay out of pocket.

Can I get more sessions after I have used what has been authorized?

Please call our offices so we may better assess your request.

My employer says I have to call you, or I may lose my job. Is that possible?

Please call us so we may assess your needs.

Will anyone know if I use my EAP benefit?

No. Using your EAP services is confidential unless there is a risk of harm to yourself or others. It is not reported to your organization. Confidentiality also applies to your eligible household members.

Who else can use this benefit?

Your EAP benefit includes you, your spouse, dependents under 26, and household members.

Since I am the employee and owner of the benefit, do I need to call for my spouse and other adult family members?

Maybe. Adults (age 18 and over) must call to use the EAP services. However, you can call on behalf of adults with disabilities living in your household.

Am I eligible for First Sun's EAP services if I am not covered under my employer-offered insurance?

Please call us so we may assess your eligibility.

Do my household members have to be covered under my employer-offered insurance to be eligible for EAP services?

No. They do not need coverage under your insurance.

Can I receive assistance with my disability process?

Please reach out to us to discuss your specific needs. While our providers do not complete disability paperwork, we're happy to explore how we can support you.

Can I meet with a counselor the same day I request services?

First Sun will assess each request and make referrals to the best of our ability. Same-day appointments may be possible but depend on the provider's availability, location and specialty.



Does First Sun give financial assistance?

We offer professional consultations with financial coaches. However, First Sun does not provide loans or direct financial assistance.

Can I get a legal consultation for an issue with the company I work/worked for or a previous organization from which I received services?

No. Our legal providers cannot assist with legal matters that may create liability for an organization. For other legal concerns, we can connect you with a local attorney.

I didn't get a follow-up call from the referred attorney. What do I do now?

If it's been over two business days, please contact our network attorneys, CLC, at 888-724-2250 or reply to your referral email. They will connect you with another attorney in your local area.

If I retain an attorney after my consultation and am not satisfied with the services I receive, will First Sun assist me in getting my money back?

If you are unhappy with the services one of our network attorneys provided, please notify First Sun so we can assist in resolving your issue. Please note: Once the attorney is contractually retained and a financial arrangement is agreed upon, a request for a refund is handled between you and the retained attorney.

