

One of our Employer Groups

Epic Enterprises, Southern Pines, NC

Epic Enterprises is a manufacturer of textile machinery spare parts. They employ 50 people in Southern Pines, Georgia and the United Kingdom. The majority of their workforce is based in the Southern Pines facility.



Epic Enterprises started working with FirstCarolinaCare Insurance Company in November 2007 to provide employer-sponsored insurance to its employees.

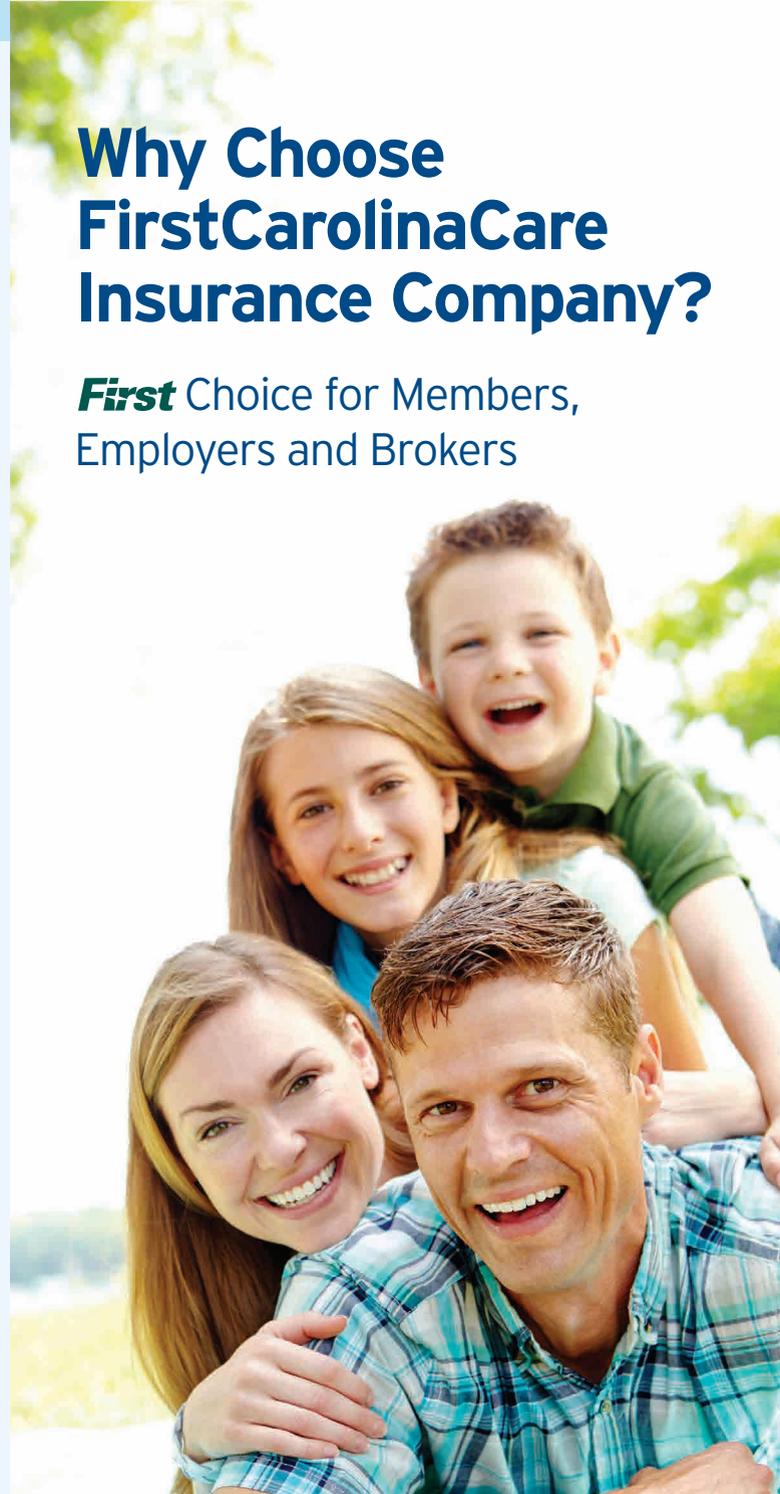
According to Melonie Hill, Accounting Administrator with Epic Enterprises, the working relationship is superb.

“Our employees have been extremely satisfied with FirstCarolinaCare,” says Hill. “In the eight years we’ve been working with FirstCarolinaCare, I can’t recall the first employee complaint.”

“We appreciate the responsiveness of a local insurance company,” adds Hill. “Our account manager is always available to us. She makes us feel important and no problem is too small.”

Why Choose FirstCarolinaCare Insurance Company?

First Choice for Members, Employers and Brokers



FirstCarolinaCare
INSURANCE COMPANY

42 Memorial Drive • Pinehurst, NC
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First Choice for Members

At FirstCarolinaCare, we've taken a different approach to providing our members with the coverage they need to access the health care services they deserve.

- **Large Network of Providers** - Members choose their physician from a large network of well-qualified providers.
- **Personal Service** - Experienced customer service staff who go the extra mile to help members understand their coverage.
- **24/7 Nurse Helpline** - Get answers to your health care questions with our 24/7 Nurse Helpline.
- **Employee Assistance Program** - Confidential counseling and assistance available to employees and their families through the FirstHealth Employee Assistance Program.

First Choice for Employers

We strive to provide the best and most affordable service and benefits for our employer groups.

- **Putting People First** - We support the not-for-profit mission of our parent company FirstHealth of the Carolinas, which is committed to the community it serves.
- **Rate Stability** - We work hand in hand with employer groups so that renewals are predictable and affordable. Employers know exactly where they stand and how FirstCarolinaCare has used the premium dollars.

- **Account Management** - Each employer, regardless of size, is assigned a dedicated account manager. With us, service is all about the personal touch.
- **Proven Track Record** - Our high group retention rate is a testament to the high level of customer service and satisfaction we deliver.

First Choice for Brokers

Brokers can trust FirstCarolinaCare to work hard to ensure your clients and their employees are satisfied with our products and service.

- **Partners** - We listen to your clients, understand their needs and go the extra mile to meet them.
- **Support** - You're not just purchasing a policy, but a team of staff concerned about the health of your clients. We're here to support you, whenever you need us.
- **Shared Philosophy** - Job number one for any broker? Keep the client satisfied. We share the same philosophy and will work hard to make sure it's achieved.

About FirstCarolinaCare

A wholly-owned subsidiary of FirstHealth of the Carolinas, FirstCarolinaCare offers a wide range of health benefit plans for businesses throughout North Carolina. In addition to providing coverage alternatives for businesses, FirstCarolinaCare offers Medicare plan options to Medicare beneficiaries in the Sandhills.