



An Independent Licensee of the  
Blue Cross and Blue Shield Association

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## **CareCentrix to Manage Home Sleep Program for Florida Blue Medicare Advantage Members**

Florida Blue has contracted with CareCentrix to expand the commercial fully insured Sleep Management Program to include Florida Blue Medicare Advantage members effective September 23, 2019.

CareCentrix will manage the pre-authorization, coordination and support of the Sleep Management Program to include:

- Sleep diagnostic testing
- Site of service review
- Supporting members diagnosed with obstructive sleep apnea and prescribed positive airway pressure (PAP) therapy

### **What You Need to Know**

Claims and appeals processes for the sleep program are not changing. Please continue to submit diagnostic testing claims, claims questions and appeals to Florida Blue.

Starting September 23, 2019, please submit Florida Blue Medicare Advantage member authorization requests to CareCentrix for diagnostic sleep testing or PAP therapy.

Here are a few ways to submit your pre-authorization request:

- CareCentrix's [Sleep Management Portal](#)
- Call CareCentrix Sleep Management Program at 855-243-3326
- Fax: 855-243-3334

Please note that if you do not obtain authorization from CareCentrix for the services described above on or after September 23, 2019, claims may be denied.

If you have questions about the Sleep Management Program, contact CareCentrix at 855-243-3326 or the Provider Contact Center at 800-727-2227 and follow the prompts.