CareCentrix Sleep Management Program Frequently Asked Questions

Who is CareCentrix?
We are your health plan's sleep benefit manager and handle all prior authorization and billing for your Positive Airways Pressure (PAP) therapy equipment and supplies. We also assist you with adherence to your therapy in collaboration with your equipment provider and your treating physician.

What is the CareCentrix Sleep Management Program?
The CareCentrix Sleep Management Program (also known as the *iComply* program) is a technology driven patient engagement program provided by CareCentrix for sleep members receiving positive airway pressure (PAP) therapy devices. The program provides ongoing support to assist members in achieving adherence to therapy.

How is the iComply program initiated?
If a member's sleep test indicates a need for PAP therapy, a PAP equipment provider will contact the member to schedule the delivery and set up of their PAP therapy for a 90-day trial period. The provider will send the member the device and will provide education and training by a licensed respiratory therapist on the use and maintenance of the device.

Once the member is set up on PAP therapy by their provider, they will receive additional outreach and support from iComply team members to support adherence to therapy. The outreach will be within 7 days of set-up notification.

How often is the member contacted?
Outreach calls are placed by the iComply team members and/or our automated call system at days 7, 30, 60, and 90 from the set up date. Additional outreach calls are placed based on the specific member needs in order to drive adherent use of therapy. Using data that is transmitted from the member's PAP device, the iComply team members can determine if the member is using their device and if it is providing the anticipated clinical efficacy. iComply will use this data during outreach calls to assist the member in achieving adherence to therapy.

In addition to outreach calls, the member will receive status letters at days 30, 60 and 90 if they are not meeting the minimum adherence thresholds. *Note: The scheduled outreaches and letters may vary by health plan and adherence status.*

How does the iComply program interact with the member's ordering physician?
Data from the member's device is downloaded via the wireless modem and data reports are faxed to the member's physician on Days 30, 60 and 90. These reports provide the physician with up-to-date clinical and adherence information on the member's progress.

In addition, if the member is not responding to outreach calls for support and the iComply team identifies that the member is not using their device and/or has been non-adherent, the iComply

team members may contact the member's ordering physician to notify them of the member's non-adherence/usage so that the physician can reach out to the member to support.

The iComply team works collaboratively with the requesting physician, the rendering provider and the member to provide a high-level of support throughout the therapy experience.

What happens at the end of the 90-day trial period?
At the end of the 90-day trial period, the member's adherence data captured from the member's PAP therapy device is reviewed against the iComply program's required PAP therapy adherence requirements. *Note: Adherence definitions are listed below and may vary by health plan.*

If the member is adherent:
The member may continue their PAP therapy beyond the 90-day trial period. The member will receive a call at Day 90 with their adherence results and will be congratulated on meeting the iComply program's PAP therapy adherence requirements. The member will be notified to contact their PAP therapy provider for any equipment and/or supply needs. If supplies are needed, the provider will be required to submit a request through the HomeBridge® Provider Portal and respond to a series of questions to confirm the member's continuing use of therapy.

If the member is non-adherent:
The member will receive a call notifying them that they have not met the iComply program therapy adherence threshold during the 90-day trial period and will be given information on how they can work with their provider to return the equipment or work with their physician to request an authorization to continue their PAP therapy beyond the 90-day trial period.

The member will also receive a non-adherence letter from the iComply team to include the same information outlined above. *Note: The non-adherence call and letter should not be a surprise to the member, as the iComply team will have been in communication with the member throughout the 90-day trial period.*

If the member is borderline adherent:
The 90-day trial period will be extended for an additional 30 days in order to work with the member to try to achieve adherence.

What if the member would like to continue the use of their PAP device after the initial 90 and/or 120-day trial period, but is non-adherent to therapy?
The member's physician must provide a letter of medical necessity to CareCentrix with a request for authorization for the member to continue PAP therapy beyond the initial trial period. The request will be reviewed by the CareCentrix Utilization Management (UM) department, and the member will be notified in writing whether their request to continue use of their PAP device is approved or denied.

How can a member reach the iComply department?
Members can dial directly into the iComply department by calling 844-457-9972.

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Adherence Definitions *Note: Adherence criteria may vary by health plan.*

Adherence: Use of PAP ≥4 hours per night on 70% of nights during a consecutive thirty (30) day period at specified timeframe.

Borderline Adherence:
a. 55% - 69% of nights with an average use of 4+ hour per nights used OR
b. >70% of nights with an average use of less than 4 hours per nights used OR
c. Less than borderline adherence and material re-configuration of equipment set-up within the last 30 days of trial period (e.g., pressure change, mask refit)

Non-Adherence: Do not meet any of the above criteria