

Changes to iComply for Florida Blue

Purpose of this communication:

- To notify contracted providers of changes to the iComply program for Florida Blue members.

What do I need to know?

- **Effective September 28, 2025**, CareCentrix ceased accepting new patients in the iComply Program for Positive Airway Pressure (PAP) therapy adherence monitoring for Florida Blue members.
- Registration and reauthorization requests for continued use of PAP equipment for patients already participating in the iComply Program will continue to be coordinated by CareCentrix for **dates of service on or before December 31, 2025**.

What do I need to do?

- Registration and reauthorization requests for continued use of PAP equipment for patients participating in the iComply Program should be submitted to **CareCentrix by December 28, 2025**.

Thank you in advance for your cooperation and continued partnership.