

Authorization Process Change for Sleep Study Program

Florida Blue is introducing a change to the authorization process for our Sleep Study program. This change aims to streamline the authorization process and simplify workflows.

Effective **December 29, 2025**, Florida Blue will move the management of Sleep Study authorizations for all Commercial and Medicare Advantage members from CareCentrix to Availity^{®1} AuthAI, a health care automation platform. Please note, this change impacts Sleep Study program procedures only.

- **AuthAI Technology** - AuthAI uses artificial intelligence to review clinical forms and documents, providing immediate approvals when possible. Its technology allows for faster, more efficient processing of pre-service review requests. Any requests that pend for medical review will be completed by the Florida Blue Clinical Team. You can find more information about how to use Availity AuthAI at [Availity.com](https://www.availity.com) in the Availity Learning Center or under the Help & Training dropdown.

What Remains the Same

- Claims processing for Sleep Study program procedures
 - Authorization process for other CareCentrix programs such as Home Health, Home Infusion, and Durable Medical Equipment
- Note:** Authorizations requested with errors are not eligible for provider appeal. Authorization errors include, but are not limited to, incorrect treating provider, place of service, or date of service, as well as failure to obtain prior authorization.

New Process

- Starting on December 29, 2025, you must log into Availity and access **AuthAI** (under **Applications** in the Florida Blue Payer Space) to:
 - request prior authorization reviews
 - submit or check the status of an authorization request

Sleep Study Procedures

The procedures included in the Sleep Study program are subject to change. For more information, including a detailed list of services that are part of this program, please refer to the information included in the [Manual for Physicians and Providers](https://www.floridablue.com/providers) at FloridaBlue.com/providers.

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