

GENERAL QUESTIONS

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GENERAL QUESTIONS

What is SleepCharge[®]?

SleepCharge is a health care provider which utilizes telehealth to identify and solve the root cause(s) of sleep issues that prevent healthy rest. Based on eligibility and medical necessity, the program provides the following:

- Individualized treatment plans by board certified sleep physicians
- Convenient and accessible home sleep testing and care
- Personalized sleep coaching by our dedicated care team
- Cost efficient health care as part of your medical plan

What are the steps to get started?

The SleepCharge process begins with the Sleep Checkup™, an online questionnaire that provides an assessment of the duration, timing and quality of your sleep. You can take the Sleep Checkup and get your personalized sleep report through your Castlight app or at sleepcharge.com/att.

Who is eligible to participate in SleepCharge?

Limited Experience: Generally, includes all active employees and their spouse/partner.

Full Experience: Generally, includes any active or former employee and their dependents (age 18 years to age 26 years) enrolled in a company self-insured medical option (refer to your medical program summary plan description for details).

	Sleep Checkup	Sleep Life Learning Center	Sleep Evaluation	Treatment, Care & Medical Management, & Coaching for Diagnosed Sleep Disorders
Limited Experience	✓	✓	X	X
Full Experience	✓	✓	✓	✓

Is my privacy protected?

All confidential medical information obtained through SleepCharge will be maintained in accordance with federal HIPAA requirements.

LIMITED EXPERIENCE: DEFINITION AND KEY TERMS

Those eligible for the limited experience will have access to the Sleep Checkup, receive a personalized sleep report, and have access to the Sleep Life Learning Center.

Sleep Checkup	The Sleep Checkup is a short, online questionnaire designed to assess your sleep habits and provide immediate insights into your sleep health.
Sleep Report	Personalized sleep report which includes the analysis of the duration, timing and quality of your sleep. Use your report to lay the foundation for sleep improvement.
Sleep Life Learning Center	Accessible after completing the Sleep Checkup, the Sleep Life Learning Center is a virtual, self-paced library of sleep education and guided bedtime mindfulness to help you achieve a healthier sleep lifestyle.

Will I receive Health Rewards for participating in this program?

SleepCharge eligible individuals using the Castlight App can receive reward points for completing SleepCharge activities. Please note, health rewards using the Castlight App are only available for those eligible for Castlight.

SleepCharge Activity	Points Earned
Watch SleepCharge video	50*
Complete Sleep Checkup	250*
Download the app	25*
The Sleep Life Learning Center	20 maximum per month (must complete at least one session to earn monthly points; can earn up to 240 total points)

*Points can only be received the first time a user completes this activity

What is the Sleep Life Learning Center?

SleepCharge delivers a learning center customized to each participant. The one-step resource offers self-paced educational resources, guided relaxation tools and audio sessions to help improve your personal approach to sleep.

For eligible employees, the learning center also includes a downshift module to help participants get to sleep. The downshift module includes education about relaxation techniques such as mindfulness, meditative breathing, guided imagery and relaxation. It also includes guided relaxation audio modules to help participants get ready for sleep

FULL EXPERIENCE: DEFINITION AND KEY TERMS

In addition to the Sleep Checkup, Sleep Report and Sleep Life Learning Center, individuals enrolled in an AT&T self-insured medical option may be eligible to receive other services such as diagnostic testing and treatment for sleep disorders, including obstructive sleep apnea, insomnia, restless legs syndrome and circadian rhythm disorders.

Sleep Checkup	The Sleep Checkup is a short, online questionnaire designed to assess your sleep habits and provide immediate insights into your sleep health.
Sleep Report	Personalized sleep report which includes the analysis of the duration, timing and quality of your sleep. Use your report to lay the foundation for sleep improvement.
Sleep Life Learning Center	Accessible after completing the Sleep Checkup, the Sleep Life Learning Center is a virtual, self-paced library of sleep education and guided bedtime mindfulness to help you achieve a healthier sleep lifestyle.
Sleep Evaluation	A questionnaire that provides a more in-depth analysis of your sleep for eligible individuals identified as poor sleepers by the Sleep Checkup. The Sleep Evaluation is reviewed by a physician prior to and during your MD Consultation.
Home Sleep Test	Rather than going into a traditional sleep lab, the SleepCharge program will send you a home sleep test and provide you all the support you need in getting it set up. After use, the test will be sent back to SleepCharge and results will be interpreted by a SleepCharge physician board-certified in sleep medicine.

Transfer of Care	If you are already being treated for obstructive sleep apnea and would prefer to transition to the SleepCharge Program, you can contact us and we will help you to transfer your care.
Care Team	A team of professionals dedicated to guiding participants through the Sleep Checkup, Evaluation, home sleep test, and the start of treatment. This team includes members with backgrounds as medical assistants and registered polysomnographic technologists and in the fields of psychiatry, respiratory therapy, and social work.
Medical Management	A team of physicians dedicated to developing care plans for our participants. This team includes physicians who are board certified in sleep medicine as well as additional specialties including neurology, internal medicine, pulmonology, psychiatry, pediatrics, and otorhinolaryngology.

TESTING FOR SLEEP APNEA

Where does sleep testing take place?

Individuals who are at risk for a clinical sleep disorder will be eligible for a home sleep test, which is sent directly to the individual's choice of address. This convenient self-administered sleep testing kit is worn during a single night of sleep to collect sleep health data. Once completed, the home sleep test is returned to SleepCharge in a pre-paid envelope and reviewed.

Who reviews my sleep testing data?

Sleep testing data is interpreted by a board-certified sleep medicine physician who will give an appropriate diagnosis. All care is continuously overseen by the SleepCharge medical team.

What happens if I test positive for a clinical sleep disorder?

Individuals who are diagnosed with a clinical sleep disorder will be contacted by a SleepCharge clinician within 5 business days of receipt of completed home sleep test to review results, discuss treatment options and review the benefits of treatment.

How does SleepCharge fit into my existing medical plan?

If you are diagnosed with a sleep disorder and opt into treatment recommended by your SleepCharge physician, your cost share will be filed as a claim with your medical plan and covered based on your deductible, coinsurance, and out of pocket maximum.

I have already taken a sleep test in a sleep lab. Should I still take a home sleep test through the SleepCharge Program?

A board-certified SleepCharge sleep medicine physician will review your previous sleep study and evaluate whether further testing is necessary. Please contact us at **1-877-615-7257** or sleep@sleepcharge.com for additional information.

CURRENTLY ON TREATMENT?

I'm interested in transferring my existing sleep apnea care to the SleepCharge Program, how do I get started?

It is easy to transfer your care if you are already diagnosed and/or on treatment for obstructive sleep apnea. You will need to complete the online Sleep Checkup and Sleep Evaluation (indicating "Yes" for previous diagnosis). You will then need to complete medical release and privacy consent forms and send by fax, email or mail to SleepCharge. From this point on, SleepCharge will request and collect all of the necessary files and records from your current provider for a SleepCharge board-certified sleep physician to review. Upon completion of that review (if no other information is necessary) you will be transferred into the AT&T SleepCharge Program. Please call us at 1-877-615-7257 to start the transfer of care process.

CONTACT

Who do I contact if I have questions or need anything?

To determine if SleepCharge might be a good fit for you, please contact the SleepCharge Participant Engagement Team at 1-877-615-7257 or send an email to sleep@sleepcharge.com. You can also access information from the Castlight app or at the AT&T [SleepCharge Program Website](#).