

Frequently Asked Questions

General Program Questions

GETTING STARTED

Q: Who is eligible for the Southern Company SleepCharge™ Program?

A: Employees and their eligible dependents who are enrolled in a Southern Company health plan enjoy full access to the SleepCharge™ Program, including coverage for a variety of sleep problems, with a single annual copay. Employees and their eligible dependents who are not enrolled in a Southern Company health plan have access to the SleepCharge Program, but are responsible for the full cost of treatment. Full insomnia coverage is offered to all employees, regardless of health plan enrollment status.

Q: How much does this cost?

A: Participants may be subject to an initial copay due at the time of treatment initiation, with reduced renewal copays for year two and beyond. Insomnia coverage is provided to all employees free of charge.

Copay applies if sleep testing is positive for a non-insomnia disorder and the participant begins treatment. Participants who have reached their annual out-of-pocket maximum are not subject to a copay.

- Employees not covered by a health plan will be responsible for the full cost of treatment.
- There is no cost to the participant for screening, via the Sleep Checkup, or testing if they do not begin therapy.

Newly-Diagnosed Participant

Health Plan	Year One	Year Two	Insomnia
BCBS and VIVA PPOs	\$250	\$100	no cost
BCBS and VIVA HDHPs with HSA	\$700	\$200	no cost
No Southern Company health plan	\$4,196	\$1,296	no cost

Previously-Diagnosed Participant (Transfer of Care)

Health Plan	Year One	Year Two	Insomnia
BCBS and VIVA PPOs	\$250	\$100	no cost
BCBS and VIVA HDHPs with HSA	\$300	\$200	no cost
No Southern Company health plan	\$2,596	\$1,296	no cost

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Non-Insomnia examples below

	Take Sleep Checkup	Risk Identified?	Take Sleep Test?	Test Positive for a Clinical Sleep Disorder?	Receive Equipment and Initiate Treatment?	Employee Cost (Year 1)
Scenario 1	✓	X	X	X	X	\$0
Scenario 2	✓	✓	✓	X	X	\$0
Scenario 3	✓	✓	✓	✓	✓	copay due
Transfer of Care to SleepCharge	✓	✓	✓*	✓*	✓*	copay due

*Employees transferring care may not need to complete sleep testing prior to treatment initiation

Q: When are payments due?

A: Payment is due at the time of treatment initiation or on the participant’s anniversary date. Initial copay covers treatment, equipment, supplies, medical and care management support for one year from treatment initiation. Annual renewal in the program is subject to review by SleepCharge and is based upon minimum usage and engagement requirements set forth by Southern Company.

Q: What are the steps to get started?

A: Participants first complete a SleepCharge Sleep Checkup available at the following link: www.sleepcharge.com/southernco and will receive their Sleep Checkup results in their private and secure Communication Center. If the Sleep Checkup identifies risk of a sleep disorder, the participant will be contacted by a SleepCharge clinician to arrange for a sleep test.

TESTING

Q: Who reviews Sleep Checkup and sleep test data?

A: Sleep Checkup and sleep testing results are reviewed by a board-certified SleepCharge physician. All care is continuously overseen by the SleepCharge medical team.

Q: Where does testing take place?

A: Some participants will be eligible for a Home Sleep Test and others will be eligible for an in-field Mobile Sleep Test. All regulated drivers will receive the in-field Mobile Sleep Test administered by

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a SleepCharge clinician near their location and according to their regular sleep schedule. SleepCharge clinicians hold one or more of the following certifications: RRT (Registered Respiratory Therapist), RPSGT (Registered Polysomnographic Sleep Technologist) and / or RST (Registered Sleep Technologist).

Q: Will I still be able to use my doctor for this?

A: Yes, we encourage all participants to remain engaged with their primary care physician.

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

A: Participants who test positive for Obstructive Sleep Apnea (OSA), or another clinical sleep disorder, will be contacted by a SleepCharge clinician to review results and discuss the benefits of treatment. Commercial Driver's License (CDL) holders will be required to begin treatment.

Q: Will Southern Company see my test results?

A: No, SleepCharge is a medical facility subject to federal HIPAA guidelines; we do not share test results or protected health information with third parties.

Q: I have already had a sleep test done. Can I take another through the SleepCharge Program?

A: Yes, your SleepCharge physician will evaluate whether another sleep study is medically necessary.

Q: How does this benefit fit into my existing medical plan?

A: Any copay counts toward out-of-pocket maximums. FSAs and/or HRAs can be used to cover copays.

Q: When does treatment begin?

A: For participants who take a Home Sleep Test, treatment begins as soon as the initial copay is paid. If OSA is indicated, SleepCharge will provide the treatment device, as well as setup assistance and Positive Airway Pressure (PAP) education. CDL holders completing an in-field Mobile Sleep Test will receive their test results, equipment setup assistance and PAP education on the day of the sleep test.

Q: How do I get a Positive Airway Pressure (PAP) device?

A: PAP therapy equipment is either sent directly to the participant's home or delivered by a SleepCharge clinician during an appointment for setup and PAP education. CDL holders will receive their device and equipment on the day of the sleep test.

Q: What is the difference between the SleepCharge Home Sleep Test and a traditional sleep lab test?

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A: Because testing occurs in a familiar sleeping environment, Home Sleep Testing is more convenient and comfortable, is as sensitive as lab-based testing and speeds up the treatment initiation process. After testing, participants receive continuous support via phone, email or clinician visit, as necessary.

TREATMENT

Q: How will I get replacement Positive Airway Pressure (PAP) supplies?

A: SleepCharge Care Managers reach out proactively before participants are due for supplies. If anything is needed in the interim, participants can always call SleepCharge at 1-877-615-7257 option 3. All supplies will be delivered directly to the participant's home or choice of address.

Q: What if my treatment is uncomfortable or I am struggling with my PAP mask and pressure?

A: SleepCharge Care Managers are medical professionals who specialize in making PAP treatment comfortable. They can use a variety of techniques, including the provision of equipment alternatives, to ensure that therapy is comfortable and effective.

Q: What if my spouse has questions about my treatment? Can you speak with them?

A: According to HIPAA guidelines, all medical information is considered strictly confidential. SleepCharge strives to protect this information at all times. However, completion of a signed Medical Release of Information form allows designees to access protected medical information. Please speak with a SleepCharge Care Manager for further information.

TRANSFER OF CARE

Q: If I'm already receiving care for a sleep condition, why should I consider transferring my care to the Southern Company SleepCharge Program?

A: The Southern Company SleepCharge Program is designed to maximize quality care and minimize the time and cost required for treatment of sleep disorders. It includes treatment from board-certified sleep medicine physicians, personalized care management, digital contact with medical staff, effortless supply delivery, decreased annual cost for treatment and access to a library of educational resources.

Q: I tried PAP treatment in the past but it didn't work for me. Why should I try again through the Southern Company SleepCharge Program?

A: Participants with a previous diagnosis of OSA, but who are no longer using a PAP device, may not have received the support needed to be comfortable and successful. Left untreated, OSA can result in daytime sleepiness, slowed reaction times, memory and concentration problems and an increased risk for preventable accidents and injuries. Untreated OSA can also cause or worsen other medical problems such as hypertension, heart disease, diabetes, obesity, stroke and depression. The support provided by SleepCharge Care Managers, Medical Management staff

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and/or SleepCharge physicians is designed to make acclimating to treatment as easy and comfortable as possible. Successful treatment will help participants accomplish their health goals.

Q: How do I transfer my care to the Southern Company SleepCharge Program?

A: It is easy to transfer care with an existing OSA diagnosis, regardless of current treatment status. Simply complete a Transfer of Care medical questionnaire and send it to SleepCharge by fax or mail. From this point on, SleepCharge will work with you and your existing provider to transfer your care to the Southern Company SleepCharge Program.

Q: What if I am recently diagnosed and/or have recently been provided a PAP device?

A: Any participant with an existing diagnosis of OSA can Transfer their Care to the SleepCharge Program.

Q: Will I need to be retested in order to transfer my care?

A: Before completing your transfer of care, a board-certified SleepCharge sleep medicine physician will review your completed Transfer of Care medical questionnaire and the medical records from your most recent diagnostic sleep test to determine if any further sleep testing is needed. Typically, additional testing is ordered by the physician if medical records do not contain ample diagnostic information or if a positive diagnosis for OSA was provided but treatment was never initiated.

Q: May I retain my current physician?

A: Yes, we encourage all participants to remain engaged with their primary care physician.

CONTACT

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

A: SleepCharge Care Managers are available from 6am to 10pm Eastern Time. You may reach them by calling 1-877-615-7257 or by visiting the SleepCharge website at sleepcharge.com/southernco.

Commercial Driver-Specific Questions

Q: If a Certified Medical Examiner recommends I take a sleep test, how can SleepCharge help?

A: SleepCharge will immediately schedule a sleep test, to be conducted in a professional environment by a SleepCharge clinician according to the driver's existing sleep schedule.

Q: How do I set up my sleep test?

A: Drivers can call SleepCharge at 877-615-7257 and select option 1 to schedule a sleep test.

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Q: When will I get the results of my sleep test?

A: In-field Mobile Sleep Test results are available with 2 hours of sleep test completion.

Q: What do I need to take to my Certified Medical Examiner appointment to renew my CDL?

A: SleepCharge will upload the Treatment History Report and Letter of Recommendation to the driver's Communication Center and mail these documents to their home address. These communications are provided 45 days before recertification. Drivers are required to take these documents to their CME, failure to do so may delay medical recertification.

Q: If I'm on PAP therapy, will Medical Examiners flag me for testing every year?

A: Drivers will receive a one-year card once diagnosed with OSA. SleepCharge will provide the Treatment History Report and Letter of Recommendation required for annual recertification. While the decision to require sleep testing is up to the CME, it is very rare that a CME will order a test if provided with these documents. SleepCharge will send these documents, electronically and by mail, 45 days prior to the driver's recertification date. If the CME does request another test, a SleepCharge Care Manager can schedule a consultation between the CME and the SleepCharge Program's Medical Director.

Q: What happens if my PAP adherence falls below 70%?

A: Your SleepCharge Care Manager will reach out as soon as adherence falls below the 70% threshold. We will immediately troubleshoot and work to correct any issues preventing treatment success. Our goal is to keep drivers healthy and medically qualified to perform their duties.

Q: Are you able to monitor an Oral Appliance or Positional Therapy to treat OSA?

A: At this time, these types of treatments are not the preferred treatment methods of the Federal Motor Carrier Safety Administration (FMCSA).