

## Utilization Management Decision Letters Same-Day Turnaround



Health plans are under growing pressure to meet strict CMS utilization management timelines and deliver compliant decision letters at scale. Trusted partners are critical to ensure speed, accuracy, and confidence in member communications.

### Goal & Partnership

A national dental plan serving 7M+ members partnered with mPulse to modernize utilization management letter delivery, improving speed, accuracy, and compliance while reducing costs and operational burden. The solution integrated seamlessly with existing workflows and launched in just six weeks.

### Solution

- 1. Speed & 100% Accuracy at Scale:** mPulse reduced reliance on manual processes through a 24/7/365 automated production environment and data-driven QC tracking, ensuring letters only left the facility when 100% accurate.
- 2. End-to-End Visibility & Faster Delivery:** Time stamped reporting ensured full production visibility, while multiple changes of custody accelerated delivery timelines.
- 3. Enhanced Member Experience:** Faster, more reliable delivery of decision letters helped members receive critical information sooner, supporting timely care decisions and improved accessibility through multi-language support.

### Partnership for Success

“Implementation and support have been wonderful. Everyone is so responsive and provides solutions. mPulse has been by far the most responsive vendor we’ve worked with.”

-Customer Testimonial

mPulse, a leader in digital engagement and communications solutions for the healthcare industry, is transforming consumer experiences to deliver better, more equitable health outcomes. By combining AI-powered analytics, omnichannel outreach, and digital health navigation technology, mPulse creates personalized health journeys and provides advanced insights to facilitate collaboration across the healthcare ecosystem. With over a decade of experience and more than 4 billion consumer-related transactions annually, mPulse is the trusted health experience and insights partner for over 450 healthcare organizations. To learn more about mPulse’s programs and capabilities, visit [mpulse.com](https://mpulse.com) or reach out to us directly at [info@mpulse.com](mailto:info@mpulse.com).

### Measurable Results

#### LETTER VOLUME

# 3.5M

Letters forecasted  
to be sent annually

#### LETTER PRODUCTION

# 0-Day

SLAs for Utilization  
Management Letters

# 365

Days Per year Production

#### POPULATIONS SERVED

- Medicare Advantage
- Medicaid
- CHIP
- Commercial
- Duals