

PRODUCT OVERVIEW

Utilization Management Letters

Deliver fast, accurate, and compliant utilization management communications that meet strict regulatory deadlines. mPulse enables on-time delivery at scale while reducing risk, streamlining operations, and enhancing the member experience.

Meet Timeframe Requirements at Scale

Meet utilization management requirements with mPulse in-house production facility that supports year-round file processing, production, and mailing – ensuring your member communications meet the tightest CMS prior authorization timelines.

Efficiently Deliver an Enhanced Member Experience

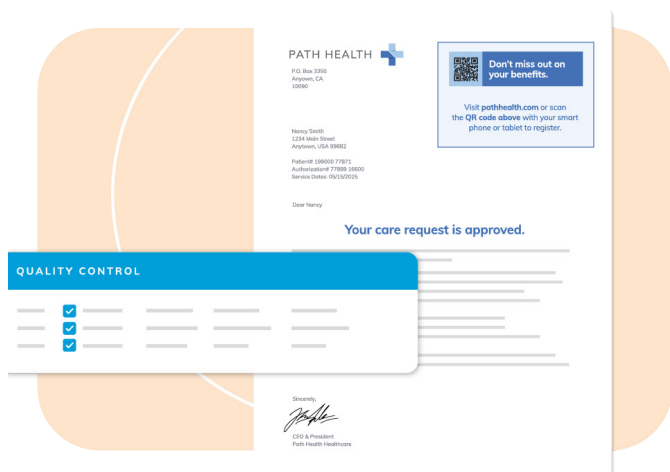
Create a seamless member experience across digital and print channels and boost engagement through data-driven next best actions, without adding operational complexity.

Enable Visibility & Data Feedback

Monitor utilization management communications with daily dashboards, production process tracking, and a searchable archive to support reporting, audit readiness, and ongoing compliance.

Navigate Regulatory Changes with Confidence

Stay ahead of regulatory updates with proactive monitoring and rapid implementation of required program changes, supported by a team of healthcare experts.



Proven Outcomes

Same-Day

SLAs for utilization management communications

99.9%

of communications are delivered on time

Feature Highlights

Fast Turnarounds

- 24/7/365 file processing
- 365 days a year production (including holidays and weekends)

Compliance & Accuracy

- Proprietary data-driven QC and tracking
- Page-level quality control
- Letters only leave facility if 100% complete

Communication Intelligence

- Integrated next-best actions
- Preference-based print and digital delivery