



RE: Memo from HealthSun Utilization Management:

July 2024

Subject: Shift to Fax for Pre-Certification Approval Notifications

In the coming weeks, HealthSun will implement a new procedure for the issuance of pre-certification approval and denial notifications. We will transition away from mailing physical approval and denial letters to instead issuing the notifications via fax to all providers and facilities. Member notifications will not be impacted.

This change is being made to provide more timely approval and denial notifications to providers and institute a more efficient process overall. We believe this improvement will expedite the notification process.

If you have any questions or concerns, please contact us at (877) 999-7776. We will notify you when this change is ready to go live.

We appreciate your understanding and cooperation.

Sincerely,

Utilization Management Department
HealthSun Health Plans, Inc