

Interim Commerce

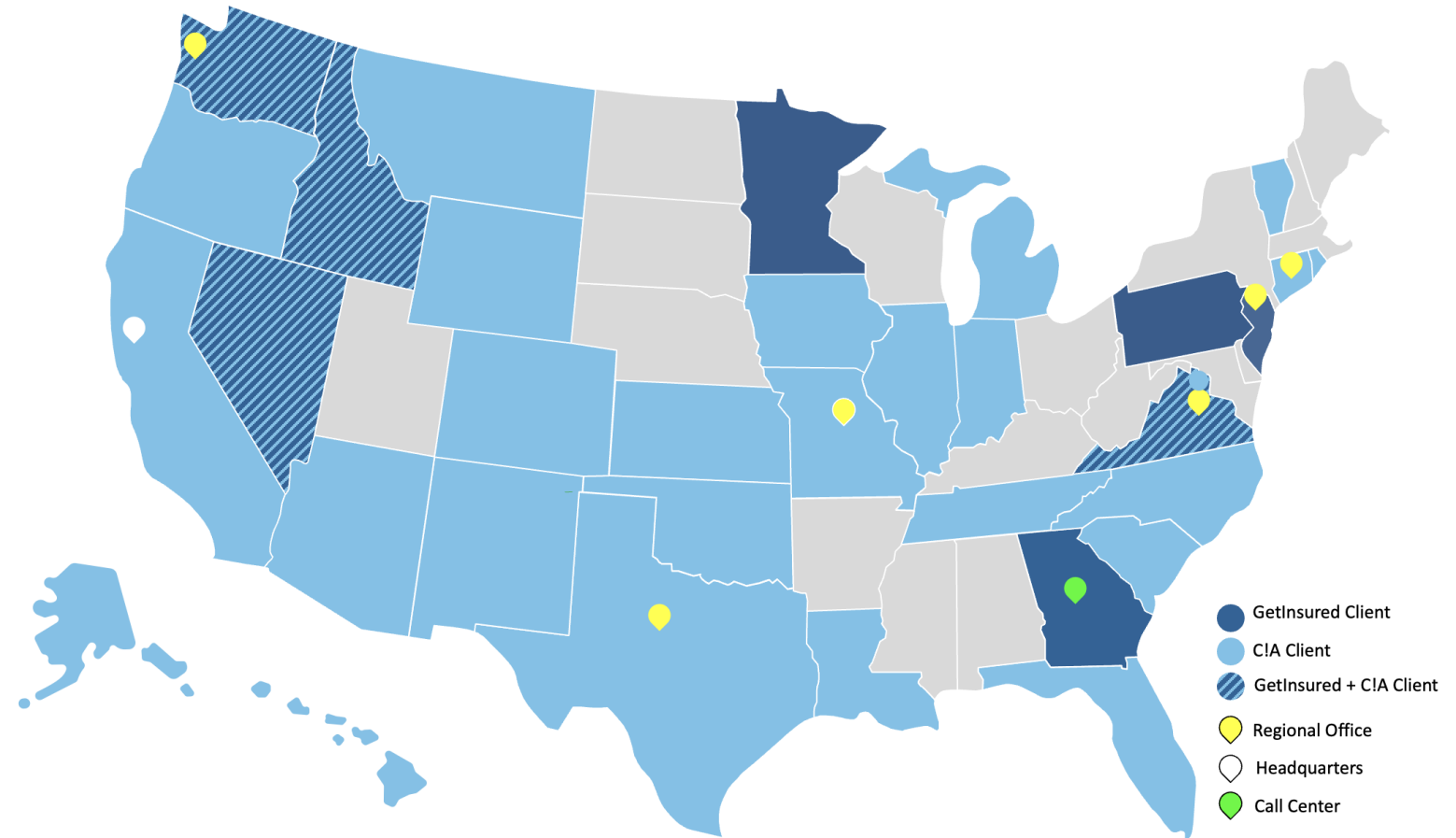
V. Presentation on the Preliminary Efforts of Nevada's State Agencies to Integrate and Analyze the Advantages of Artificial Intelligence and its Potential Ramifications on the Workforce

May 23, 2024

Introduction to Vimo®

- **GetInsured:** our technology arm – pioneered the use of SaaS technology in health and human services
- **Change and Innovation Agency (C!A):** our consulting arm – deep focus and commitment to improving agency operations
- Together we create highly tailored solutions for health and human services agencies
- Track record of unifying diverse systems for all stakeholders

Leading the Modernization of HHS Agency Systems & Operations



Active AI Initiatives

Virtual Agent

Enable natural language interactions to fulfill commonly received requests instantaneously, 24/7

RPA

Intelligently automate or augment routine work to achieve greater accuracy and responsiveness

Agent Assist Chatbot

Focus on providing less experienced call center agents with tailored information at their fingertips

AI Initiatives In-Progress

Quality Assurance/Quality Control

Transcribes and scores call center interactions to ensure compliance, assess worker performance, and provide detailed case and consumer insights, saving time and increasing visibility.

Policy AI

Makes policy documents searchable, identifies necessary updates, and matches content for accuracy.

Worker Assistant

Provides a chat interface to answer worker questions on policies, procedures, and systems, while also helping supervisors monitor performance and training needs.

Intelligent Virtual Agent (IVA)

Enhancing Customer Experience with IVA

Objectives

- Use natural language understanding (NLU) and synthesis for more effective consumer interactions.
- Omnichannel self-service.
- 24/7 capability.
- Seamless handoff to agents during regular hours of operation and/or option for call back on desired date/time.
- Configurable and repeatable.

Approach and Results

- Coordinate with our clients to shortlist and build out the most predictable use cases (password reset, unlock account, activate account).
- Train, test, implement.
- Nevada Health Link was the first Exchange to receive CMS approval to use our AI in the Nevada Health Link Call Center.
- The IVA at the NV Health Link resolves 15% of calls without human intervention.
- **In April of 2024, Nevada Health Link was recognized as a Silver Stevie® Awards winner in the 22nd Annual American Business Awards® for their deployment of our Interactive Virtual Agent.**

Robotic Process Automation (RPA)

RPA: Improving Consistency, Accuracy, and Turnaround Time

Objectives

- Simple, high-volume repetitive tasks for document verifications can be automated with higher accuracy and consistency.
- 24/7 execution for a faster turnaround and disposition.
- Optical character recognition (OCR) technologies – the backbone of RPA – have matured significantly in recent years.
- Accelerate handling of the high volume of document verifications associated with the eligibility work of Human Service Organizations.

Approach and Expected Results

- Prioritize use cases and train robots for automation.
- Add guardrails for accuracy (shadow vs independent).
- Gain necessary regulatory approvals.
- Automation will ensure higher accuracy and consistency in document verifications.
- 24/7 execution will accelerate handling high volumes, improving service speed for Human Service Organizations.

Agent Assist Chatbot

Agent Chatbot

Problem Overview

- Seasonal call variance creates fluctuating demand that requires periodic agent onboarding and training.
- Staff need to rapidly absorb complex policies, eligibility rules, and system information.
- The problem of search, retrieval, and summarization is well-suited for a GenAI solution.

Approach and Expected Results

- LLM trained and fine-tuned with GetInsured corpus types of queries.
- Trained Models are private and not available for public use.
- Minimizes hallucinations: The AI is trained specifically on select agency-specific datasets.
- Delivered through a conversational, intuitive, and easy-to-use interface (chat).
- The chatbot helps staff quickly grasp complex policies, reducing onboarding resource needs.
- Minimizes errors with continuous monitoring and a feedback loop, improving response quality.

Workforce Implications, Meeting DEI Goals, & Other Considerations

AI and Workforce Considerations

- **Streamlined Operations:** Automate routine tasks, enabling staff to focus on complex service delivery.
- **24/7 Support:** Chatbots offer round-the-clock assistance, improving user accessibility and experience.
- **Resource Optimization:** Maximize budget impact by enhancing service delivery efficiency while aiming to retain and retrain staff for evolving roles.
- **Workforce Skill Augmentation:** Provide tools for workforce upskilling and task augmentation.
- **Quality and Compliance:** Reduce human error and maintain regulatory adherence through automation.

AI and Diversity, Equity, & Inclusion Alignment

- **Inherent Fairness in Interactions:** GetInsured's IVA adheres to strict process-based protocols, ensuring unbiased responses across all user demographics.
- **Cultural Sensitivity and Inclusivity:** Designed with linguistic diversity in mind, GetInsured's IVA recognizes and appropriately responds to varied dialects and cultural expressions, underscoring the commitment to fairness and respect for all users.
- **24/7 Accessibility:** The IVA offers equitable service access to all Nevada residents, including gig workers and those with unconventional schedules.
- **DEI Principles in Public Service:** GetInsured's IVA exemplifies the integration of DEI values in state-run AI applications, promoting inclusivity.

Other Considerations

- **Ethical AI Framework:** Establish a set of ethical guidelines to ensure AI implementations respect privacy, consent, and transparency while mitigating bias.
- **Legal and Regulatory Compliance:** Ensure AI tools comply with all relevant laws, including data protection regulations and standards.
- **Security and Privacy:** Implement robust cybersecurity measures to protect sensitive information and maintain the trust of Nevada residents.
- **Performance Monitoring:** Set up systems for continuous monitoring and evaluation of AI performance against set objectives and quality benchmarks.
- **Vendor Accountability:** Hold AI service providers accountable for the performance and outcomes of their products within state operations.
- **Scalable and Sustainable Solutions:** Choose AI solutions that can scale with the state's needs and are sustainable in terms of costs and resources.

Thank you!