



CABINET FOR HEALTH  
AND FAMILY SERVICES

# Artificial Intelligence (AI) @ CHFS

Special Committee, Artificial Intelligence Taskforce

09/10/2024

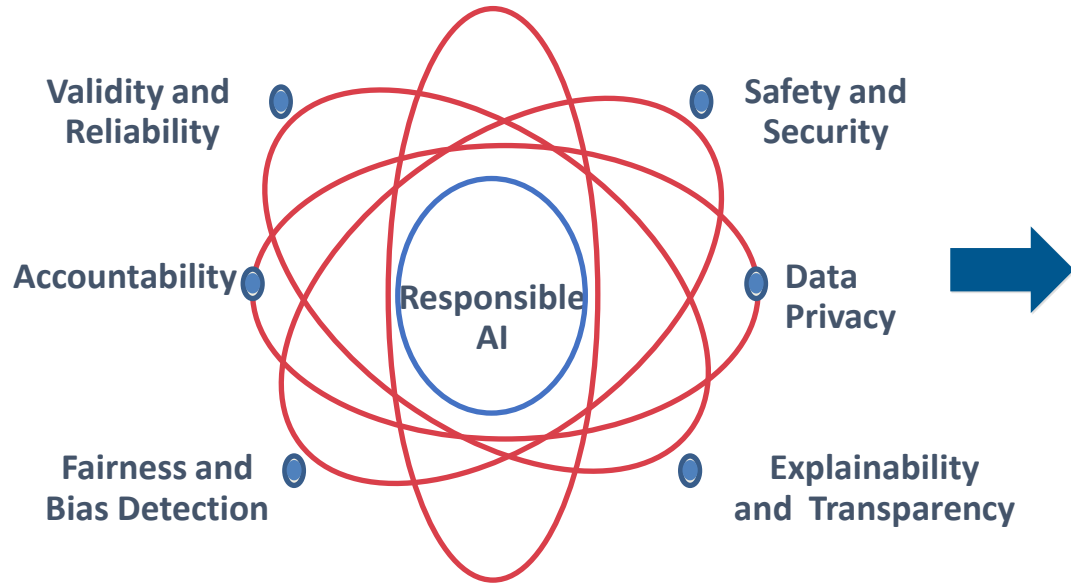
# Agenda

- CHFS Strategy & Vision for AI
  - Responsible AI Strategy for CHFS Usage
  - Policy
  - Strategy and Usage Guidelines
- CHFS AI Usage
- CHFS Future Use Cases

# CHFS Strategy & Vision for AI/Gen AI

- CHFS believes that the rapid advancement of AI, especially generative artificial intelligence (Gen AI), has the potential to transform CHFS business processes and ultimately improve efficiency.
- CHFS is cognizant that these technologies also pose new and challenging considerations for implementation.
- Goal is to **Think BIG and start slow** on the right foot!
- CHFS is tracking other states, peers and executive orders they issued on AI.
- CHFS believes in promoting **Responsible AI with humans in the loop**.
- CHFS is working on creating comprehensive AI governance that includes AI policy, standards, and tools along with framework and guidelines.
- OATS is engaging with COT and other stakeholders including security, privacy and business groups to firm up our approach.
- Evaluate our approach using proof of concepts (POCs).

# Responsible AI - Guiding Principle for our Policy



## **Privacy**

Individual data privacy must be respected. Proper disclosures to be maintained

## **Fairness and Bias Detection**

Data used will be unbiased in order to produce predictions that are fair.

## **Explainability and Transparency**

Decisions or predictions should be explainable. Provide context and references to where the information was pulled from to allow for verification and validation

## **Safety and Security**

The system needs to be secure, safe to use, and robust. Align with Commonwealth Security Policies

## **Validity and Reliability**

Monitoring of the data and the model needs to be planned for.

## **Accountability**

Generative AI models should have a human-in-the-loop for quality assurance.

# CHFS AI/GEN AI POLICY

- Drafted Policy with Responsible AI Framework as guiding principle.
  - Incorporated guidelines from 2023 Whitehouse Executive Order.
  - Reviewed and considered similar policies from other states.
  - Reviewed policy with COT and other various partners.
  - Policy will be reviewed quarterly to adapt to rapid changes.
- Engaged with CHFS stakeholders, COT and Vendor partners to understand what others are doing with Gen AI.
- Monitoring AI activities in other states and with federal partners to explore possibilities for collaboration.

# Activities to Date - CHFS AI Strategy & Usage Guidelines

## **AI Strategy Considerations:**

- All uses of Gen AI will be subject to CHFS AI Governance team approval.
- All CHFS Gen AI implementations including 3<sup>rd</sup> party products leveraging AI as part of their product are subject to CHFS AI Governance Board approval.

## **Use cases that will be considered for approval:**

- Do not encompass sensitive or confidential information.
- Targeted for internal audiences (at this time).
- Receive CHFS AI Governance Board approval.

## **Use cases that will not be considered for approval at this time:**

- Include sensitive or confidential information.
- Impact public-facing applications.
- Unapproved desktops tools that connect to CHFS network or other systems.

# CHFS AI Usage Today

## Pharmacy Benefits Manager (PBM)

- Optical Character Recognition (OCR)

## Integrated Eligibility and Enrollment System (IEES) – kynect benefits & kynect resources

- Chatbot
- Recommendation Engine
- Optical Character Recognition (OCR)
- Customer Insights

# CHFS Future Use Cases

- **Policy Engine** – Assists caseworkers in identifying scenario-based policy questions. Users can enter their questions or use recommended prompts. The Policy Engine searches through policy documents, finds the appropriate policy, and summarizes the information.
- **Training Assistant** – Continues to support training by providing staff with quick responses to their specific questions based on the Training materials.
- **Case Insights** – Supports staff in processing cases by identifying data questions specific to the case or suggesting next course of action on a specific case by using combination of case and policy information.
- **Real-Time Document Processing via kynect benefits** – Validates the documents real time when they are uploaded and provide details to the citizen so that they can take corrective actions on the documents uploaded.