

ARTIFICIAL INTELLIGENCE

ADVANCING THOUGHTFUL AND RESPONSIBLE TECHNOLOGY IN HEALTH CARE

Health care has relied on Artificial Intelligence (AI) for decades. From enabling faster data collection and processing and supporting the development of new vaccines, AI's contributions to health care have been transformative. AI-supported technology eases administrative burden on providers, facilitates critical health plan operations and improves health care delivery and outcomes for patients. The emergence of more advanced AI technology such as generative AI can further enhance health care, pushing the quality-of-care delivery to new heights and improving health outcomes. However, significant concerns around privacy, patient safety, bias and risk emphasize the need for greater understanding of advanced AI technologies and its impact on the future of health care. To address these challenges, the Alliance of Community Health Plans (ACHP) is promoting three key principles that are essential to appropriate and effective oversight of AI in health care.



Protecting Patients

ACHP supports clear guidelines for applying existing security and privacy requirements to data being used by AI. Data sets should be clean, high quality and representative so that equity gaps and bias are mitigated.

AI relies on massive amounts of data to generate desired outputs, such as data analyses or process simplification. In health care, this means accessing personal health information. Maintaining patient privacy and ensuring the responsible use of any personal health information accessed by an AI application is critical. High quality data is also key to protecting patients. Poor data hygiene increases the potential for low-quality data (i.e., incomplete, unstructured or inaccurate data) and increases the risk of bias and discrimination which could have harmful effects on the care delivered.

A Common Language

ACHP supports a common language for AI in health care that would eliminate ambiguity, ensuring that all stakeholders have a shared understanding throughout the policy development process.

There is no consensus on definitions for AI in health care. The distinction between generative AI and other forms of AI is not widely understood. For health care to make progress towards promoting innovation, improving health outcomes and protecting patients with AI, consumers, policymakers and industry need to be speaking the same language.

Public-Private Coordination

ACHP supports a coordinated effort, led by the appropriate federal agencies and in consultation with stakeholders, in developing national policies to establish oversight and guardrails to advance the use of AI in health care.

The health care rules governing payer lines of business, patient and consumer protections, hospitals and providers are siloed between states and federal agencies. The result is a fragmented policy landscape that is challenging to navigate and a recipe for confusion and conflicting rules. Unified, federal guidance will ensure safe, equitable and beneficial applications of this exciting new field.



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