

Demystifying Artificial Intelligence (AI) for Health & Human Services (HHS) Programs

AI doesn't have to be a mystery. Deloitte uses cutting edge AI solutions to help your organization do more with less for your HHS Programs – whether that is delivering 24/7 services, automating processes, improving decision-making and health outcomes, enhancing digital experiences or testing new technologies. Discover the spectrum of AI to help you focus on the people you serve.



SAMPLE MEMBER-FACING CAPABILITIES



INTERACT

Engage with members in real time via chat using Google Cloud's Conversational AI and translation capabilities. Additionally, interpret constituent inputs, answer FAQs, and provide case specific information once the member is authenticated.



DETECT

Extract handwritten or typed content from Eligibility applications, renewal forms, or verification documents using Google Cloud's Document AI capability, which automatically enters data into existing systems through integrated APIs.



AUTOMATE

Leverage automation capabilities to process returned mail for Public Health Unwinding (PHE) renewals via automated image text extraction, household address updates, and outreach notifications using e-mail and text messages to constituents that require address updates.

SAMPLE PROGRAM OFFICE SUPPORT CAPABILITIES



INTERPRET

Enable staff to ask complex policy questions and receive real-time, succinct answers that are based on policy manuals, regulations, and operational guides. Using Google Cloud's Vertex AI™ capability, the policy engine minimizes the time workers need to spend researching hundreds of pages of policy documents or requesting help from supervisors & SMEs.



CREATE

Provide case workers with summarized, on-demand answers on case-specific, system, or policy questions via a virtual assistant that uses Google Cloud's Vertex AI™ capability. Save workers time and effort navigating through rigid screens to retrieve disparate data and manually conduct case analysis.



ANALYZE

Access and analyze data from various sources such as patient records, eligibility data, and financial documentation using natural language. Reduce the need to learn complex SQL syntax by using Google Cloud's Text2SQL capability to achieve and enable data-driven decision making.

POTENTIAL OUTCOMES AND BENEFITS

Provide tailored access to information and services, catering to individual needs



Improve availability of services with 24/7 access to answers via chatbots



Serve diverse populations by offering support in different languages



Reduce operational expenses through automation

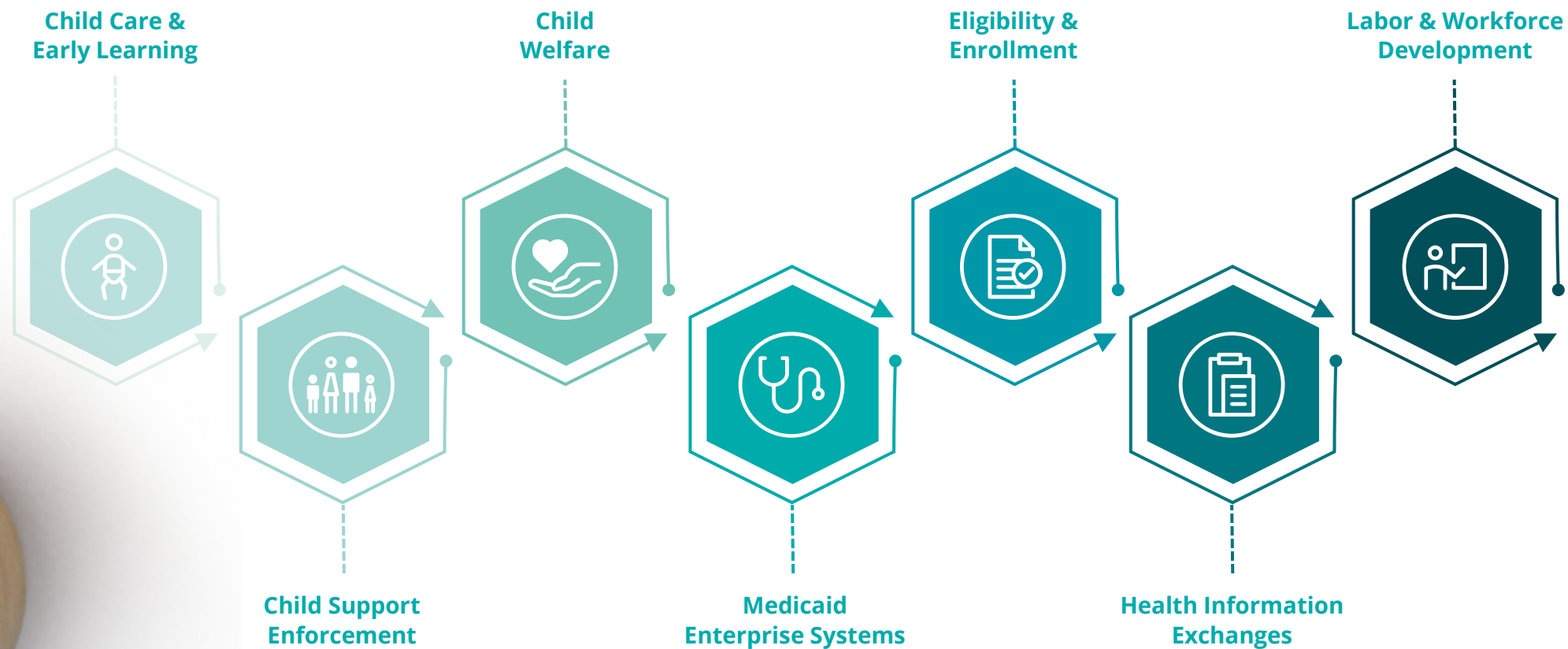


Gain deeper understanding of member needs and program effectiveness

Bringing all the pieces together to support your mission

Deloitte's Digital Service Delivery Platform (DSDP) is a suite of customizable cloud-based solutions, accelerators, and frameworks. Combining human-centered design with cutting-edge technologies such as Google Cloud's Vertex AI™ capability with Deloitte's industry domain knowledge, DSDP — powered by Google Cloud — can dramatically improve how end users interact with government applications regardless of the current technologies in use.

TOGETHER, WE SUPPORT THE TRANSFORMATION OF THE FOLLOWING SYSTEMS AND PROGRAMS:



Models and applications founded on AI principles

Google Cloud established a [set of AI principles](#), that continually evolve, to strengthen safety guidelines, which align closely with Deloitte's [Trustworthy AI™](#) framework. This allows an organization and its stakeholders to verify that AI deployments are ethical and can be trusted.

Why Deloitte & Google Cloud

Deloitte helps organizations advance their digital transformation efforts. In 2023, Deloitte was named the Partner of the Year for Public Sector (Global), Services (North America), Security Specialization (Global), and the Generative AI Industry Solution which is a testament to our ability to develop innovative solutions that are tailored to meet the specific needs of an organization.

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Unlock the power of AI

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