

COMMUNITY HEALTH PLAN BUYERS GUIDE: AI SOLUTION CHECKLIST

As a community health plan, whether you are just starting to think about AI solutions for your organization or you're actively implementing them, we want to provide you with a tool to take the BS out of AI. This checklist will provide you with a comprehensive set of questions to ask healthcare AI technology companies to ensure that you choose the right co-pilot to reach your organizational goals, working with an AI vendor that can meet you where you are and with the resources that you have.

ORGANIZATIONAL GOALS

- ✓ Can you tell me how you can help us move the needle on our high-level organizational goals?

PREP: Have a list prepared of your high-level organization goals. Solutions you implement should give you clear sight into how they can help you move the needle on those goals.

- ✓ How can the solution augment our specific work day to day?

PREP: Consider the goals of your function (population health, quality, operations, etc.) and how they flow into the high-level business goals.

- ✓ How will the solution save time for our team?

- ✓ Can the solution embed insights into workflows my team already uses, or does it require additional training?

- ✓ How does the solution increase the value or performance of other solutions/vendors we have in place?

- ✓ What are the pricing models, and how is ROI demonstrated? How does this stack up if we try to build this ourselves?

IMPLEMENTATION PROCESS

- ✓ What is the implementation timeline, and the speed to actionable insights? If implemented, could we see results this year?

- ✓ Does the maturity and quality of our existing data/ data infrastructure matter to what I can get out of the solution? Can you get meaningful insights out of the data I have?

MARKET FAMILIARITY

- ✓ Can you provide details on the professional backgrounds of your team members, specifically highlighting any direct experience in Medicaid, community health, clinical settings, or healthcare provision?

- ✓ How do you ensure that the solutions developed are not just technologically advanced but also practical and relevant for Medicaid/ Medicare/Marketplace settings?

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Siftwell
ANALYTICS

INTERFACE & AI

- ✓ Do you build unique models tuned to your population, or is it the same model applied to all of your clients?
- ✓ How do you address the problems that come with smaller sample sizes or poor data quality?
- ✓ What efforts are made to ensure the diversity and representativeness of training datasets?
- ✓ Can you demonstrate proven case studies or examples where your AI solution has led to improvements in healthcare outcomes and operational efficiency?

Request specific metrics or KPIs the vendor uses to measure the success and impact of their solution in real-world healthcare settings.

ETHICS, COMPLIANCE, AND POLICY

- ✓ How does your solution ensure compliance with healthcare regulations (e.g., HIPAA)?
- ✓ How is data privacy handled, especially concerning sensitive patient and member information? How is the data anonymized or de-identified to protect patient privacy?
- ✓ How does your team incorporate medical/clinical professionals into the development and refinement of your AI models?
- ✓ How do you address inherent biases in the data? How do you prevent societal bias leaking into the modeling decisions?

- ✓ How are the predictions from the AI system explainable and transparent in a way that a clinical professional can analyze? This is particularly important in healthcare, where decisions can have significant implications.

CONTINUED PARTNERSHIPS & IMPROVEMENT

- ✓ How is model performance monitored and maintained over time, especially as new data becomes available? Is there a structured process? How do you address issues like statistical drift? Continuous improvement is necessary for the longevity of AI solutions.
- ✓ What is your product roadmap and vision for the future? Understanding where the vendor is headed can help align long-term strategic interests.

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