

## WordWare : Health care Policy Agent

[https://app.wordware.ai/explore/featured/4a5c38ea-01d5-4621-9817-782f7abd829e/run?runOnLoad=true&inputValues=input\\_Zj2gAxrHZ8Nuk6ls%3A-%3Atext%3A-%3A21%3Binput\\_ElvNkkgO6wPtewvm%3A-%3Atext%3A-%3A%22couple%22%3Binput\\_jfVxoYAQ7QHnUVpd%3A-%3Atext%3A-%3A2%3Binput\\_569y7TV2qYEjwi1%3A-%3Atext%3A-%3A%22dental%22%3Binput\\_caPJoblzmtV1kOFr%3A-%3Atext%3A-%3A%22benefits%22](https://app.wordware.ai/explore/featured/4a5c38ea-01d5-4621-9817-782f7abd829e/run?runOnLoad=true&inputValues=input_Zj2gAxrHZ8Nuk6ls%3A-%3Atext%3A-%3A21%3Binput_ElvNkkgO6wPtewvm%3A-%3Atext%3A-%3A%22couple%22%3Binput_jfVxoYAQ7QHnUVpd%3A-%3Atext%3A-%3A2%3Binput_569y7TV2qYEjwi1%3A-%3Atext%3A-%3A%22dental%22%3Binput_caPJoblzmtV1kOFr%3A-%3Atext%3A-%3A%22benefits%22)

## Run App

Fill out all fields and run the app

123 USER\_AGE \*

21

Rbc FAMILY\_STRUCTURE \*

Couple

123 DEPENDENTS\_COUNT \*

2

Rbc SPECIAL\_NEEDS \*

Dental

Rbc USER\_INPUT \*

benefits of the plan

**RECOMMENDED PRIMARY PLAN:**

**Family Health Plus Plan** – This plan is ideal for a young couple with two dependents, offering comprehensive coverage for families, including in-patient care, doctor visits, and specialist consultations. It also allows for relevant add-ons like dental coverage.

**COST BREAKDOWN:**

- **Base Premium:** \$350/month
- **Recommended Add-ons:** Dental & Vision Add-On: \$50 x 4 members = \$200/month
- **Potential Discounts:**
  - Family Bundle: 10% off base premium (\$35 savings)
  - Preventive Health: 5% off base premium (\$17.50 savings, if annual wellness check-ups are completed)
- **Total Monthly Cost:**
  - Base Premium after 10% family bundle: \$315
  - Additional 5% preventive health discount: \$315 - \$15.75 = \$299.25
  - Add-ons: \$200
  - **Total: \$499.25/month**

**KEY BENEFITS FOR YOU:**

- **Comprehensive Family Coverage:** In-patient care, family doctor visits (10/year/member), and specialist consultations (15/year).
- **Dental Care for All:** Dental & Vision Add-On covers exams, basic procedures, and eye care for each family member.
- **High Coverage Limit:** Up to \$500,000 annual coverage for peace of mind.

**IMPORTANT NOTES:**

- **Waiting Periods:**
  - Pre-existing conditions: 6 months
  - Dental & Vision Add-On: Immediate coverage
- **Exclusions:**
  - Fertility treatments, cosmetic surgery, and alternative therapies are not covered.
- **Network:** Access to 5,000+ network hospitals.

**NEXT STEPS:**

Contact HealthSecure at our 24/7 helpline or use our mobile app to get started with your Family Health Plus Plan and Dental & Vision Add-On. Our advisors are ready to assist you with enrollment and answer any questions!

```
Agent_reply

reply_query: """
RECOMMENDED PRIMARY PLAN:
Family Health Plus Plan – This plan is ideal for your young family (couple, 2 dependents), offering comprehensive family coverage including in-patient care, doctor visits, and specialist consultations. It also supports the addition of dental coverage, matching your special requirements.

Potential Discounts:
Family Bundle: 10% off base premium ($35 savings)
Preventive Health: 5% off base premium ($17.50 savings if annual wellness check-ups are completed)

Total Monthly Cost:
Base Premium after 10% family bundle: $315
Additional 5% preventive health discount: $315 - $15.75 = $299.25
Add-ons: $200
Total: $499.25/month

KEY BENEFITS FOR YOU:
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High Coverage Limit: Up to $500,000 annual coverage for peace of mind.

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NEXT STEPS:
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"""
```

new\_human

QUESTION

Do you have any queries? Please let me know. Otherwise reply "no"

ANSWER

will it cover all expenses including pharmacy?

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Great! Would you like me to:

- Compare this policy with another?
- Explain more about add-ons or exclusions?
- Help you calculate costs?

Just let me know what you need next!

Based on the following two inputs, create a response for the query **RECOMMENDED PRIMARY PLAN:**

**Family Health Plus Plan** – This plan is ideal for your young family (couple, 2 dependents), offering comprehensive family coverage including in-patient care, doctor visits, and specialist consultations. It also supports the addition of dental coverage, matching your special requirements.

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{ "response": "will it cover all expenses including pharmacy?" }

```
reply

reply_to_query: "The Family Health Plus Plan provides extensive coverage for your family, including in-patient care, doctor visits, specialist consultations, and diagnostics. Regarding pharmacy expenses, the plan covers prescription medications up to $500 per member per year. This means routine and emergency prescriptions are included within this annual limit for each insured individual. If you require higher prescription coverage, the Comprehensive Health & Wellness Plan offers an extended prescription limit, but for most families, the $500/member/year cap is sufficient. Please note that over-the-counter medications and prescriptions beyond the annual limit are not covered. If you have specific pharmacy needs or require higher limits, let me know-I'm happy to compare options or suggest additional coverage."
```

new\_human

QUESTION

Do you have any queries? Please let me know. Otherwise reply "no"

ANSWER

no

no

Thanks for chatting! If you need help comparing policies or have more questions later, feel free to come back anytime.

# Implemented Improvement Suggestions

## 1. Strict Domain Control in Agent Responses

- Added clear instruction in the system prompt:

*"Only use the retrieved documents to answer the user's question."*






- Handled irrelevant questions gracefully by guiding users back to the domain:

*"I'm only able to help with questions related to healthcare policies. Please ask a relevant question."*

- Prevents hallucinations and off-topic responses by grounding LLM output strictly in the knowledge base.
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## 2. Response Formatting for Clarity and Professionalism

- Standardized answer structure with clear sections:

-  **Recommended Primary Plan**
-  **Cost Breakdown**
-  **Key Benefits**
-  **Important Notes**
-  **Next Steps**

- Easy to read, skimmable format enhances user experience and supports decision-making.
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## 3. User Intent Confirmation with Conditional Flow

- After providing a recommendation, the app asks:

*“Do you have any queries? Please let me know. Otherwise reply ‘no’.”*

- Collects user input and uses a conditional block to either:
  - Exit the session if the user replies “no” or
  - Continue assisting with add-ons, comparisons, or cost breakdowns

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#### **4. Personalized Plan Matching Logic**

- Policy recommendation based on:
  - Age
  - Family structure
  - Number of dependents
  - Special needs (e.g., dental)
- Dynamically calculates cost including relevant add-ons and discounts tailored to the user profile.