



CVS Health - Unlocking AI's Potential: From Ideation to Prioritization

PRESENTED BY: TEAM 17

**Daryn Imashev, Gillis Wang, Isabella Chen,
Nikita Suryawanshi, Jackson Sui**

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Agenda

- 1. Tangible benefits from: human value, economic value**
- 2. Tangible benefits from: business value, AI tribe**
- 3. Criteria for judging how we will figure which are the top 5 benefits**
- 4. The top 5 benefits & how the company will prosper from this**
- 5. Our funnel & thought process**



Economic Values that Bring Tangible Benefits to CVS

Revenue Growth

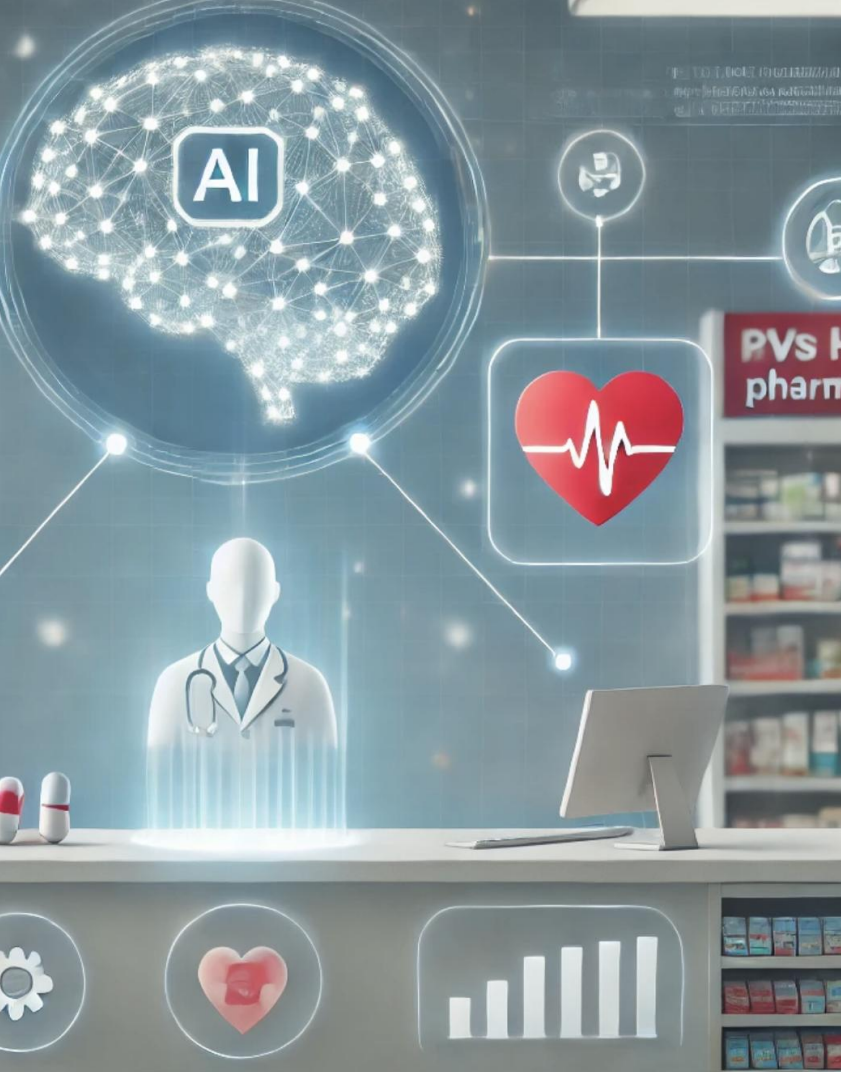
Personalized recommendations boost sales by 10-15% through targeted upselling.

Unified AI app attracts 60M+ digital customers, enhancing revenue opportunities.

Cost saving

AI chatbots reduces call center costs and improves 20%-30% service speed.

Fraud detection systems minimize revenue loss from fraudulent claims.



Human Values that Bring Tangible Benefits to CVS

Employee Empowerment

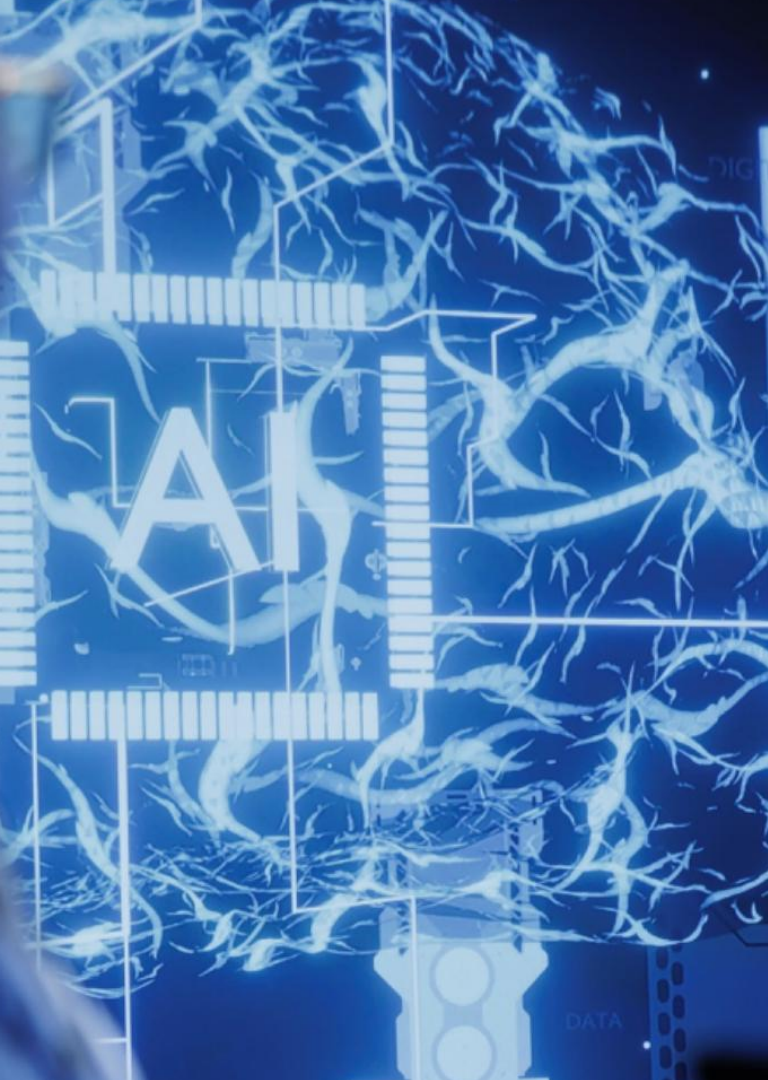
Skill development programs reduce customer churn by 10.3% through enhanced employee training on workflows and compliance.

Patient Safety

Predictive analytics identify at-risk patients (e.g., those needing home visits or chronic care management)

Trust & Transparent

Partnership with Coalition for Health AI (CHAI) safeguard user data integrity, exemplified by CVS Health's commitment to responsible healthcare AI development



Business Values that Bring Tangible Benefits to CVS

Cost Reduction via Operational Efficiency

By streamlining operations, CVS lowers expenses, leading to a higher net profitability.


Efficient resource allocation lowers expenses for labor, supply chain and inventory management.

Enhanced Customer Experience & Loyalty

Personalized care, faster service and accurate recommendations lead to customer satisfaction, increasing retention rates.

Data-Driven Risk Mitigation

Data-backed insights help reduce risk in pricing strategies and inventory management, resulting in a stable financial performance.



AI Tribe Values that Bring Tangible Benefits to CVS

Inventory & Demand Forecasting

Optimizing inventory can avoid overstocking reducing storage costs and minimizing expiration.

Demand forecasting ensures availability of products, reducing loss due to stockouts.

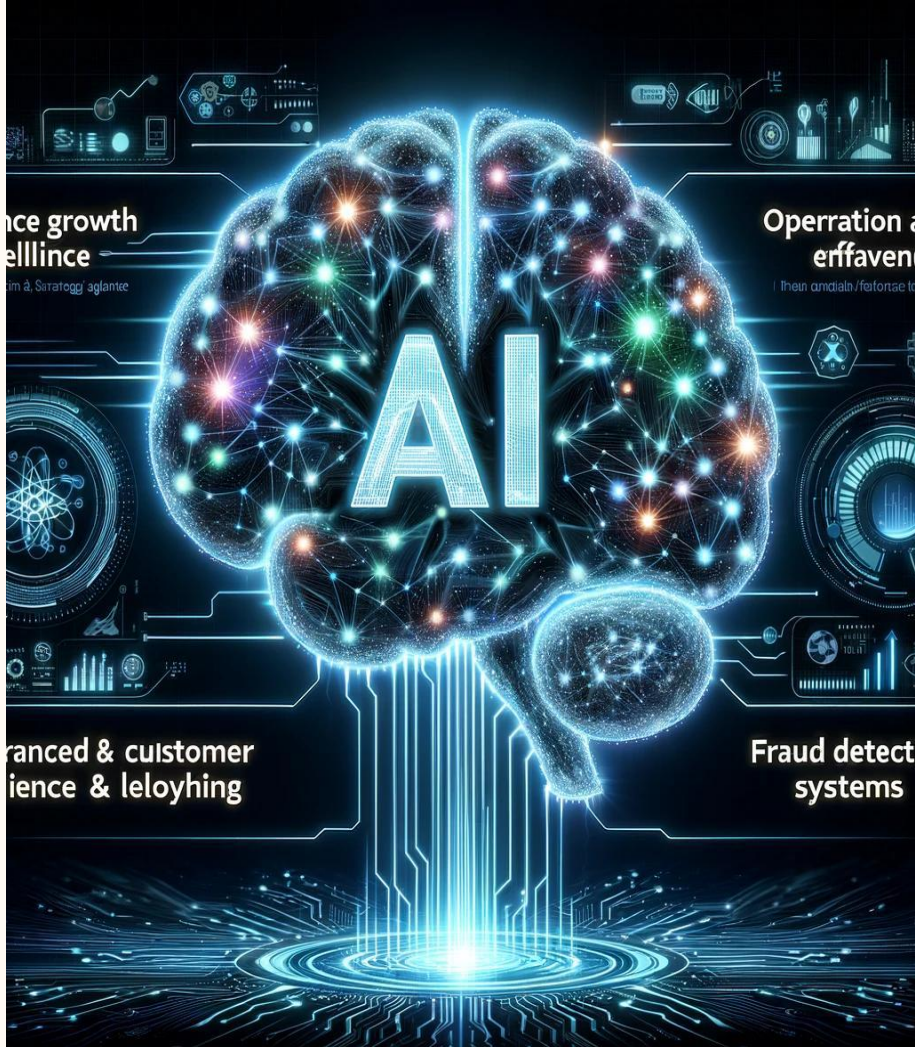
Enhanced Diagnostics

Probability based diagnostic support can be incorporated to reduce average consultation time, in turn increasing number of patients and revenue.

Bayesian models **improve diagnostic accuracy**, reducing misdiagnoses, unnecessary prescriptions, and healthcare costs.

Criteria for Judging The Top 5 Business Benefits





The Top 5 AI-Driven Benefits for CVS Health's Future Success

Revenue Growth

Personalized AI recommendations enhance sales by 10-15% through targeted upselling, driving profitability and reinforcing CVS's market leadership.

Operational Efficiency

AI chatbots reduce call center costs while improving service speed, optimizing labor allocation, and enhancing CVS's ability to scale.

Enhanced Customer Experience & Loyalty

AI chatbots streamline call center operations, cutting costs and accelerating service delivery while improving workforce scalability and resource allocation.

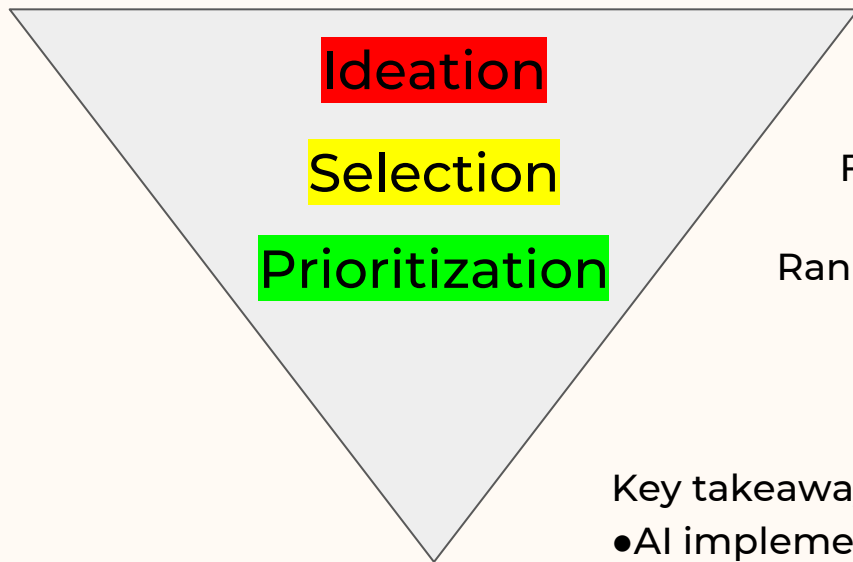
Inventory & Demand Forecasting

AI-powered forecasting optimizes supply chains by reducing stockouts and excess inventory, cutting waste, and advancing sustainability goals.

Fraud Detection Systems

AI algorithms proactively identify fraudulent claims, safeguarding revenue and strengthening CVS's financial resilience and risk management.

Our Funnels and Thought Process



Exploring a broad set of AI value sources

Filtering for feasibility and business impact

Ranking the top 5 based on business impact

Key takeaways:

- AI implementation must balance financial feasibility with customer-centric benefits.
- CVS Health's AI strategy aligns with Bayesian probabilistic models.
- Scalability is critical.

Thank you for your listening!

Do you have any questions?



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