Going beyond Call Centers: AI LLMs in Healthcare

# Version Information

Draft version. Alpha. Hope to take it to a Beta soon.

Started: 7/29/23, Expected completion: Ongoing

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# Goal/Note

What to anticipate in the near future with LLMs for a Health Payer

# Predictions for a Health Payer

With LLMs, I think this is what is going to happen and one can take the opportunity or prepare for it.

AI powered by LLM is poised, for a domain and then a company, to become a bit like an omniscient (lower case “o”) virtual being. I think in a good way.

## General case of benevolent omniscience: The mode of a Guide

1. Have you ever imagined that you could pick up a book in Barnes and Noble (it does still exist) and read all about how your chosen health insurer enables your health and how best to buy and utilize what you buy for your best self. Both physical and mental.
2. Now that book is likely 2000 pages of text, voice, and videos.
3. AI can read that book and start having conversations with you and answering your questions, having read that book in full and understanding it and responding to you with advise, help.
4. It is a virtual you that have read and understood every page of it.

## Specific case of benevolent omniscience: A Coach and an advisory Doctor

1. Now consider all the episodes that you have gone through in the last decade.
2. Consider all your medical records.
3. Further consider all your minute measurements by various yearly checkups.
4. AI can and likely will go through all that and advises you like a personal coach (or an internist) without missing any details (unlike a human likely) and take you on a path like a personal coach.

This I suspect is the likely near time culmination of AI for a Health Payer

# Predictions for a Consumer, Going beyond Health

The idea of a coach will be extended from medical episodes other interactions that are meaningful to bring back meaning into life such as the details around:

1. Financial data
2. Tax data
3. Consumer loans and their maintenance
4. Immigration aspects and statuses
5. Travels
6. Utilization of employment benefits
7. Career growth
8. Purchases and the accounting of them
9. Managing online subscriptions and their utility

For you, on your behalf!

# Where is the data coming from?

It is likely that individuals can demand respective data producers to supply that data to a designated data guardian.

All data, not just financial, a hub for the individual, demanded by individual and controlled by the individual.