



LAKELAND CARE

Together, we build better lives.

Responsible AI in Medicaid Managed Long-Term Care:

Practical uses.

Real guardrails.

Human accountability.

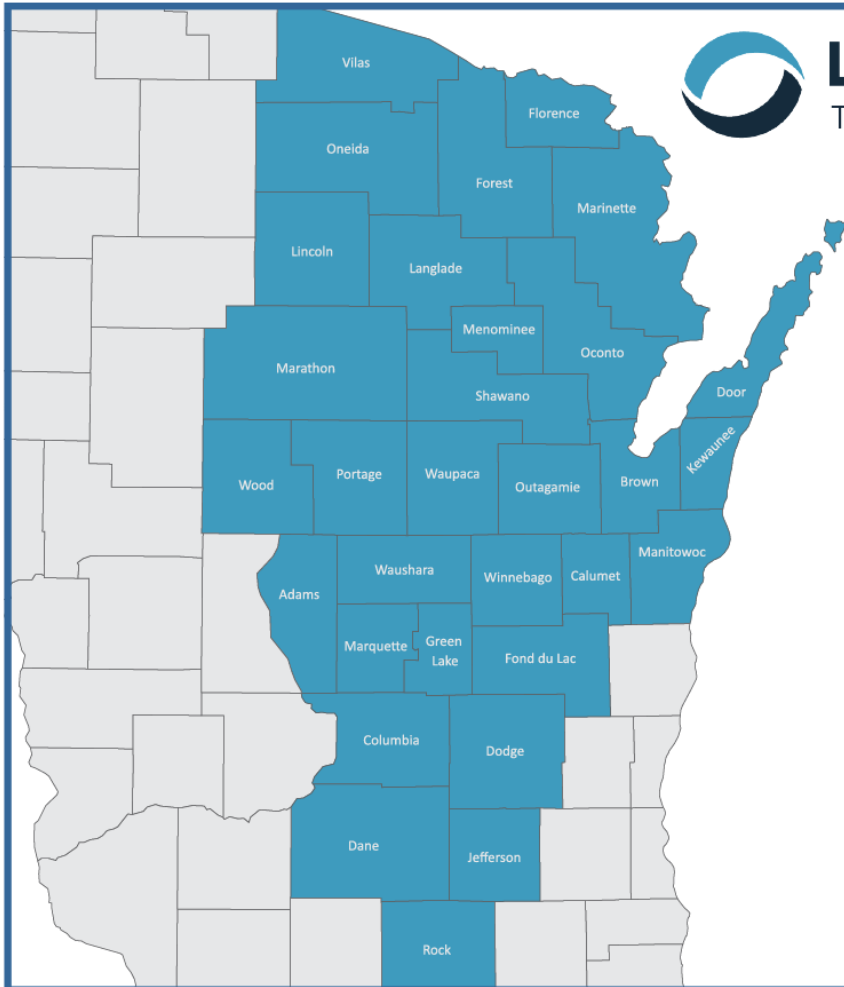
Discussion with Wisconsin Legislative Council on AI in
Healthcare





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**PROUDLY
PROVIDING
FAMILY CARE
SERVICES TO**

31

**WISCONSIN
COUNTIES**

From interest to responsible adoption

AI readiness is data readiness

Trusted sources | Clear ownership | Defined governance | Human review

- ▶ **Executive sponsorship** Leadership Commitment is in place
- ▶ **Policy + basic governance** A starting point, not the finish line
- ▶ **Growing Copilot experience** Drafting, summarizing, basic tasks
- ▶ **Early agent exploration** Controlled development and automation opportunities
- ▶ **Continuous improvement capability** A discipline for workflow redesign and measurement



Start with lower-risk operational pilot

Use early pilots to prove governance, source quality, escalation, and value.

HR
Knowledge

Policies,
Procedures
& SOPs

Staffing
Workflow

Change
Routing

File
Monitoring

What these
pilots test



Three buckets for AI utilization

The closer AI gets to member rights or care decisions, the stronger the need for human accountability.

1. Low-risk automation
2. Human in the loop support
3. Human judgement required



Protect people without pricing out responsible innovation

Practical, risk-based expectations can raise the floor for everyone.

Risk-tier
requirements

Practical
implementation
support

Clear
accountability

Proportionate
safe harbors

The test: protect members and providers while keeping responsible adoption achievable for regional organizations.



Questions?

www.lakelandcareinc.com

