

GOV•AI

Artificial Intelligence
For Government

WHITE PAPER



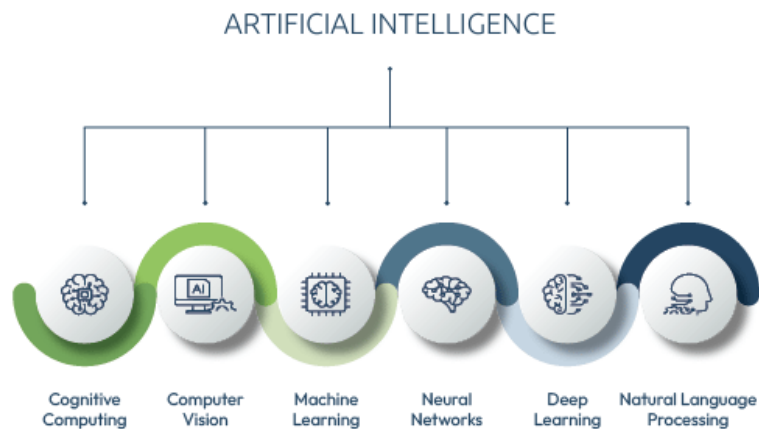
GOV•AI is a suite of AI tools created to empower customer service representatives, agency management, and consumers.

CITIZ3N
GOVERNMENT SOLUTIONS
A SOPHEDON Brand

GOV•AI empowers customer service representatives, agency management, and consumers.

With **GOV•AI**, *Artificial Intelligence Management System*, users can tackle complex inquiries and conduct data analysis with precision. GOV•AI is a robust Large Language Model (LLM), Generative AI that triangulates vital information from industry-specific big data, CITIZ3N's internal databank, and agency-specific data, resulting in comprehensive insights and actionable information.

HOW DOES ARTIFICIAL INTELLIGENCE (AI) WORK?



GOV•AI is designed for the critical and sensitive nature of healthcare and social services environments, while powering growth to make government more productive, intelligent, and successful. **GOV•AI** upholds the highest standards of patient privacy and provides accurate information, by eliminating “hallucinations” or creative inaccuracies. These standards are upheld by ensuring **GOV•AI** is not trained on highly sensitive data.

Intense competition, turbulent market conditions and demanding consumers are fueling the need for innovation. **GOV•AI** helps unlock increased capacity, enhance customer response time, and drive smart routing of critical information, all the while ensuring a high-touch, human-in-the-loop safeguard.

GOV•AI Contains a Modular Suite of Powerful AI Tools.

1. CHAT

CHAT is a digital assistant that uses AI to hold conversations with humans. Unlike simple chatbots that follow pre-programmed rules, CHAT leverages Natural Language Processing (NLP) and Machine Learning (ML) which allows it to understand the context of user questions, learn from past interactions, and generate more human-like responses. CHAT engages in open-ended dialogue, adapts to the user's conversational style, and even expresses emotions and humor, which creates a more natural and engaging interaction. It is important to note that CHAT is not a replacement for human interaction and should be used as a tool to supplement existing services and improve efficiency. However, when used effectively, CHAT can significantly improve the way government agencies interact with their citizens and operate internally.

2. WIKI

WIKI leverages **GOV•AI** to assist users in creating, editing, and organizing collective content. With WIKI, users can create and store articles, tutorials, documentation, training tools and discussions covering various areas of the agency. One of the key benefits of WIKI is that it is constantly being updated and improved. This is because any authorized contributor can supply updates, which means the information is always evolving. Additionally, WIKI is extremely easy to use, even for people who are not familiar with technology.

GOV•AI Contains a Modular Suite of Powerful AI Tools.

3. ANALYZE

GOV•AI's expert querying capabilities allows non-technical staff to seamlessly analyze large data sets and extract meaningful information three diverse ways:

1. Single Document Query:

The user can upload a document in any of the following formats .txt, .csv, .json, .xml, .edi, .in, and .out and then asks a question about it. **GOV•AI** will generate a text, table, graph, or .GIF response. If asked, **GOV•AI** will even rewrite the entire uploaded file. **GOV•AI** empowers users to ask the right questions to receive the right answers, which results in informed decision-making.

2. MyDocs Query:

The user can create a database of proprietary documents that only they and **GOV•AI** can access. **GOV•AI** then trains on the user's proprietary database, enabling users to perform intelligent document lookups, generate summaries, and conduct in-depth analysis effortlessly. Once files are uploaded, the user can ask **GOV•AI** questions or request analysis on any of the content in the documents. Say goodbye to time-consuming searches and welcome a new era of empowered decision-making and streamlined processes.

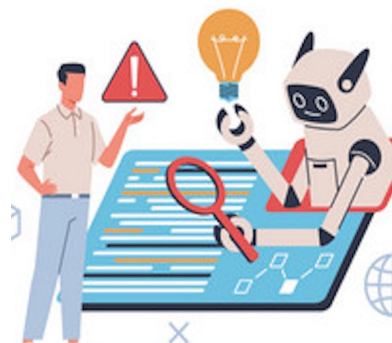
3. Database Query:

Users can instruct **GOV•AI** to run queries and report on the agency's internal reservoir of information. The user simply provides specific details about the folders, profiles, fields, tables, relationships, or mailboxes, for the documents or data to be included for the query response. **GOV•AI** searches for the information and then delivers a response to the question and query

GOV•AI is Your AI Personal Assistant.

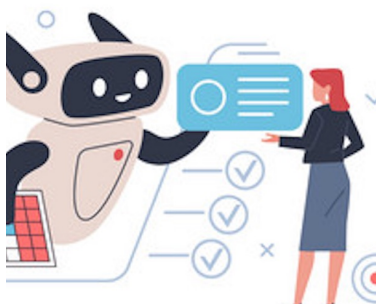
MEMBER ENGAGEMENT

GOV•AI serves as a powerful tool to enhance the engagement and information quality for enrollees, which makes enrolling and maintaining coverage easier. **GOV•AI** answers enrollee questions before they get to a live agent and acts as a guide while filling out applications or forms. **GOV•AI**'s predictive capabilities are harnessed to anticipate the needs of enrollees as they navigate enrollment.



CUSTOMER SERVICE ASSIST

GOV•AI equips customer service representatives with instant access to accurate answers for complex customer questions. **GOV•AI** trains on your proprietary database, enabling employees to perform intelligent document lookups, generate summaries, and conduct in-depth analysis effortlessly, allowing agency staff to focus on enrollees that require more assistance.



MANAGEMENT ANALYTICS

GOV•AI's expert querying capabilities allow non-technical staff to seamlessly analyze large data sets and extract meaningful information without the need for technical expertise. **GOV•AI** empowers users to ask the right questions and receive the right answers, which results in informed decision-making. **GOV•AI** can forecast patterns in healthcare utilization, enabling carriers and agencies to proactively allocate resources and tailor services.



GOV•AI is Secure & Scalable

TECHNICAL DETAILS:

GOV•AI leverages a secure, internet-based infrastructure to deliver massive scalability and seamless application integration. This cloud-native, SaaS platform utilizes robust hardware components for applications, databases, and storage, ensuring redundancy and reliability. An Enterprise Service Bus (ESB) facilitates smooth communication and interoperability between applications, while CITIZ3N's Electronic Data Warehouse (EDW) acts as a central hub for storing and organizing copious amounts of data for easy access and analysis.

SECURITY:

CITIZ3N's **GOV•AI** has strict data protection protocols for confidential information protected by HIPAA and regularly verifies data security through strict compliance and security audits. The platform has undergone assessments against the NIST 800-53 and MARS-E 2.0 frameworks. In conjunction with external audit partners, CITIZ3N performs annual audits including:

- *SOC 1 and 2 audits*
- *PCI AOC*
- *NACHA audit*
- *ORR from DE Proxy*
- *Pen Test*
- *Vulnerability Scan*
- *Code Security Scan*
- *Regular CMS audits including any in support of partners health plans.*

SCALABILITY:

Because **GOV•AI** is a modular SaaS system, it is fully scalable and has automatic load balancing and scaling which enables it to process unlimited inquiries per day with uninterrupted performance or availability issues.

PRICING:

GOV•AI can be sold as a standalone system, or it can be integrated into CITIZ3N's MARKETPLACE and VERIFY platforms. Pricing TBD.

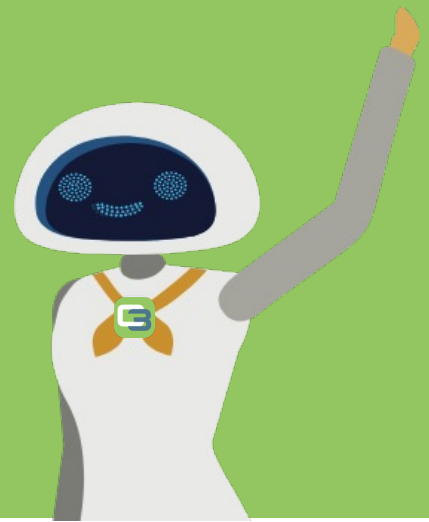
CONCLUSION:

Using **GOV•AI** to solve healthcare challenges is at the forefront of CITIZ3N's investment and innovation strategy. Integrating **GOV•AI** into all existing and future platforms has been a meaningful and practical way to harness the power of this innovative technology and help agencies layer AI into their operations.

TO LEARN MORE ABOUT

GOV•AI

Visit us at www.CITIZ3N.com



CITIZ3N Government Solutions is a premier provider of integrated, modular platforms specifically tailored for government agencies overseeing State Affordable Care Act (ACA) Marketplaces, Medicaid, Health & Human Services (HHS) and Federal Employee Health Benefits Programs.

As a newly established subsidiary of **SOFTHEON** Inc., **CITIZ3N** proudly stands among the three distinguished brands within the SOFTHEON portfolio. These brands symbolize SOFTHEON's unwavering commitment to meeting the distinct needs of *Health Plan Carriers, Government Entities, and Consumers* through specialized business units. Each brand offers state-of-the-art Software-as-a-Service (SaaS) and Business Process-as-a-Service (BPaaS) solutions GOV•AId at revolutionizing their respective sectors.



The collaboration between **CITIZ3N** and **SOFTHEON** epitomizes a shared vision of promoting innovative solutions that enhance affordability, accessibility, and efficiency, thereby fostering healthier citizens.

