(17) RESOLUTION 721 - USE OF ARTIFICIAL INTELLIGENCE FOR PRIOR AUTHORIZATION

RECOMMENDATION A:

Resolution 721 be amended by addition and deletion to read as follows:

RESOLVED, That our American Medical Association advocate for greater regulatory oversight of the use of artificial augmented intelligence for review of patient claims and prior authorization requests, including whether insurers are using a thorough and fair process that: (1) is based on accurate and up-to-date clinical criteria derived from national medical specialty society guidelines and peer reviewed clinical literature; (2) includes reviews by doctors and other health care professionals who are not incentivized to deny care and with expertise for the service under review; and (3) requires that such reviews include human examination of patient records prior to a care denial. (Directive to Take Action)

RECOMMENDATION B:

Resolution 721 be adopted as amended.

RECOMMENDATION C:

Title of Resolution 721 be changed to read as follows:

USE OF AUGMENTED INTELLIGENCE FOR PRIOR AUTHORIZATION

HOD ACTION:

Resolution 721 adopted as amended with a title change.

RESOLVED, That our American Medical Association advocate for greater regulatory oversight of the use of artificial intelligence for review of patient claims, including whether insurers are using a thorough and fair process that includes reviews by doctors and other health care professionals with expertise for the service under review, and that such reviews include human examination of patient records prior to a care denial. (Directive to Take Action)

Your Reference Committee heard testimony about the reliance on augmented intelligence in health plans’ utilization management programs, particularly for prior authorization and claim denials. This is a highly concerning issue that merits additional policy to guide American Medical Association (AMA) advocacy. The Council on Medical Service proposed friendly amendments to acknowledge that payors utilize augmented intelligence
algorithms for both prior authorization and claim adjudication, and to clarify that they are based on valid clinical criteria. The Council on Legislation and others testified in support of the Council on Medical Service’s proposed amendments. Your Reference Committee also heard testimony that the resolution and the title used “artificial intelligence”, but existing AMA policy uses “augmented intelligence.” The language has been amended to be consistent with existing AMA policy. Your Reference Committee recommends Resolution 721 be adopted as amended.

(18) RESOLUTION 726 - PROPER USE OF OVERSEAS VIRTUAL ASSISTANTS IN MEDICAL PRACTICE

RECOMMENDATION A:

The second Resolve of Resolution 726 be amended by addition and deletion to read as follows:

RESOLVED, That our AMA study and offer formal guidance for physicians on how best to utilize overseas virtual assistants in such a way as to ensure protections for of patients, physicians, practices, and equitable employment in communities served, and patient outcomes, in a manner consistent with appropriate compliance standards.

RECOMMENDATION B:

Resolution 726 be adopted as amended.

HOD ACTION:

Resolution 726 adopted as amended.

RESOLVED, That our American Medical Association support the concept that properly trained overseas virtual assistants are an acceptable way to staff administrative roles in medical practices (New HOD Policy); and be further

RESOLVED, That our AMA study and offer formal guidance for physicians on how best to utilize overseas virtual assistants in such a way as to ensure protections for physicians, practices, and patient outcomes. (Directive to Take Action)

Testimony for Resolution 726 was mostly supportive. Speakers indicated that virtual assistants provide practices with cost-effective solutions to fill roles in their practices that are often difficult to fill with local individuals. Testimony also highlighted the particular importance of these assistants in small practices that may struggle to meet a budget allowing them to stay in practice. Speakers indicated the need to ensure that communities are not negatively impacted should practices choose to hire virtual assistants instead of community members. Additionally, concerns around the privacy of data was also expressed. Amendments were proffered to resolve each concern, and therefore your Reference Committee recommends that Resolution 726 be adopted as amended.