

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

3  
4 **RECOMMENDATION A:**

5  
6 **Resolution 721 be amended by addition and deletion to**  
7 **read as follows:**

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

23  
24 **RECOMMENDATION B:**

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26 **Resolution 721 be adopted as amended.**

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28 **RECOMMENDATION C:**

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30 **Title of Resolution 721 be changed to read as follows:**

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32 **USE OF AUGMENTED INTELLIGENCE FOR PRIOR**  
33 **AUTHORIZATION**

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35 **HOD ACTION:**

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37 **Resolution 721 adopted as amended with a title change.**

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

45  
46 Your Reference Committee heard testimony about the reliance on augmented intelligence  
47 in health plans' utilization management programs, particularly for prior authorization and  
48 claim denials. This is a highly concerning issue that merits additional policy to guide  
49 American Medical Association (AMA) advocacy. The Council on Medical Service  
50 proposed friendly amendments to acknowledge that payors utilize augmented intelligence

1 algorithms for both prior authorization and claim adjudication, and to clarify that they are  
2 based on valid clinical criteria. The Council on Legislation and others testified in support  
3 of the Council on Medical Service's proposed amendments. Your Reference Committee  
4 also heard testimony that the resolution and the title used "artificial intelligence", but  
5 existing AMA policy uses "augmented intelligence." The language has been amended to  
6 be consistent with existing AMA policy. Your Reference Committee recommends  
7 Resolution 721 be adopted as amended.  
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9 (18) RESOLUTION 726 - PROPER USE OF OVERSEAS  
10 VIRTUAL ASSISTANTS IN MEDICAL PRACTICE  
11

12 **RECOMMENDATION A:**  
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14 **The second Resolve of Resolution 726 be amended by**  
15 **addition and deletion to read as follows:**  
16

17 **RESOLVED, That our AMA study and offer formal**  
18 **guidance for physicians on how best to utilize overseas**  
19 **virtual assistants ~~in such a way as to ensure~~**  
20 **protections for of patients, physicians, practices, and**  
21 **equitable employment in communities served, and**  
22 **patient outcomes, in a manner consistent with**  
23 **appropriate compliance standards.**  
24

25 **RECOMMENDATION B:**  
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27 **Resolution 726 be adopted as amended.**  
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29 **HOD ACTION:**  
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31 **Resolution 726 adopted as amended.**  
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33 RESOLVED, That our American Medical Association support the concept that properly  
34 trained overseas virtual assistants are an acceptable way to staff administrative roles in  
35 medical practices (New HOD Policy); and be further  
36

37 RESOLVED, That our AMA study and offer formal guidance for physicians on how best to  
38 utilize overseas virtual assistants in such a way as to ensure protections for physicians,  
39 practices, and patient outcomes. (Directive to Take Action)  
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41 Testimony for Resolution 726 was mostly supportive. Speakers indicated that virtual  
42 assistants provide practices with cost-effective solutions to fill roles in their practices that  
43 are often difficult to fill with local individuals. Testimony also highlighted the particular  
44 importance of these assistants in small practices that may struggle to meet a budget  
45 allowing them to stay in practice. Speakers indicated the need to ensure that communities  
46 are not negatively impacted should practices choose to hire virtual assistants instead of  
47 community members. Additionally, concerns around the privacy of data was also  
48 expressed. Amendments were proffered to resolve each concern, and therefore your  
49 Reference Committee recommends that Resolution 726 be adopted as amended.