



# As AI enters the care journey, accountability must scale with it.

AI expands access and streamlines care. In clinical settings, impact depends on how it's applied and held accountable.



AI is reshaping how patients start and move through care.



Adoption is happening across providers and care settings today.



As AI scales in healthcare, clinical accountability must scale with it.



MD Live by Evernorth applies AI in ways that build accountability into care delivery, not bypass it, while keeping providers at the center of clinical decision-making.

## Why oversight matters now.

Healthcare leaders see the opportunity in AI and expect it to be managed, measured, and clearly accountable in care delivery:

- + Clinical safety, accuracy, and trust remain non-negotiables
- + Without oversight, AI introduces inconsistency and clinical risk
- + Adoption requires measurable outcomes, transparency, and clear control

## Supporting providers. Reinforcing quality. Moving care forward.

This is how MD Live applies AI today to support clinicians and deliver consistent, accountable care:

### AI-ASSISTED SOAP NOTES:

AI cuts down paperwork and keeps records clear and standardized.



Reduces time spent on documentation so clinicians can focus more on patients



Produces more reliable, complete records across visits

### AUTOMATED QUALITY CHECKS:

AI helps standardize and scale quality review, maintaining a high standard of care across visits.



Reviews documentation for completeness, reinforcing care standards



Scales quality monitoring and drives measurable improvement



Demonstrated **50%** reduction in time spent on SOAP notes



Delivers quality reviews **5x** faster with AI

## Clinical decision support with GenAI tools, applied responsibly.

A controlled, reference-only tool to support clinical decision-making:



Surfaces relevant medical evidence quickly at the point of care



Supports clinician judgment in complex scenarios, improving speed and confidence



Establishes a consistent, accountable standard for use



Reduces risk from informal, unmanaged adoption

Embedded safeguards ensure clinicians remain fully accountable, with AI managed by policy, training, and ongoing monitoring.

## The MD Live vision for clinically responsible AI triage:

AI is shaping early care decisions before a clinician is involved. Without context and escalation, that guidance becomes triage and creates clinical risk.

At MD Live, AI triage starts with built-in guardrails aligned to enterprise standards, with clinicians and care teams accountable for every decision and outcome:



### SAFETY-FIRST EXPERIENCE

+ When clinical risk is high, safety comes first.

### CONNECT PATIENTS TO REAL CARE

+ AI needs clear escalation into clinician-led care when warranted.

### TRANSPARENT AND AUDITABLE DECISIONS

+ Guidance ties back to clinical standards, with clear visibility into decision making.

### ADAPTABLE GUARDRAILS

+ Oversight evolves with changing regulation and emerging best practices.

### CLINICIANS IN THE LOOP

+ Clinicians monitor and audit AI to protect quality and patient safety.

As AI reshapes how care begins, accountability must be embedded across the entire care experience.



See how MD Live delivers accountable, clinically grounded care at scale.



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