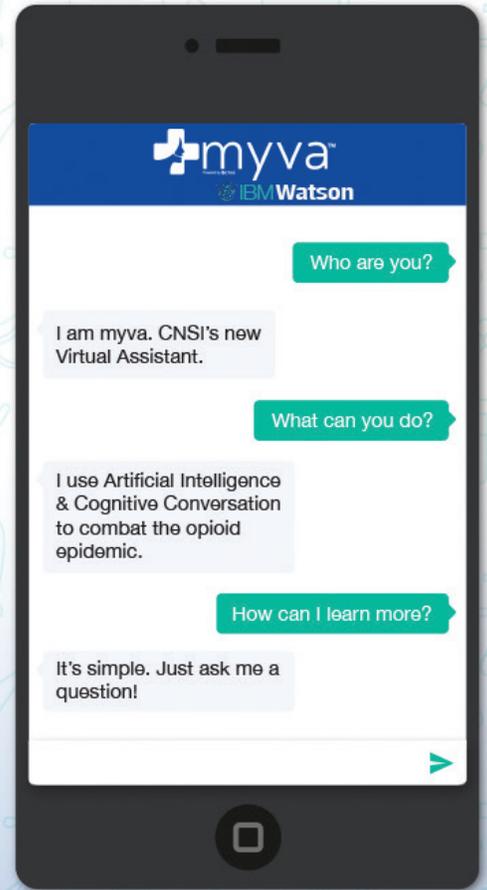




# IMPROVING ACCESS TO CARE THROUGH ARTIFICIAL INTELLIGENCE AND COGNITIVE CONVERSATION



## What is myva™?

My Virtual Assistant (myva™) is a chatbot that uses cutting-edge technology to help payers, providers, policymakers, and members gain access to critical health data. At its foundation, myva™ uses:

- **Artificial Intelligence (AI):** Conversation is key to the future of AI as computers were originally built for mathematical equations, not communicating. Through IBM Watson, myva™ takes big data and giving it context.
- **Cognitive Conversation:** Relying on a collection of data and information, myva™, creates a conversation between the user and the state's Medicaid system in order to provide deep, accurate and timely answers.
- **Predictive Analytics:** Using many techniques including data mining, statistics, modeling, and machine learning, myva™, allows users to ask and identify outliers that may be indicative of harmful behavior, such as opioid abuse.

*As the ecosystem of health care becomes even more interconnected, States are under pressure to develop solutions that engage consumers and empower them to take a more active role in managing their health.*

In early 2018, the current Administration announced a new initiative, MyHealthData, a program that gives patients to control their healthcare data. CNSI is once again ahead of the curve with their virtual Medicaid chat bot, myva™.

Implemented by the State of Michigan and Powered by IBM Watson, myva™ gives—at the touch of a button—payers, providers, policymakers, and members:

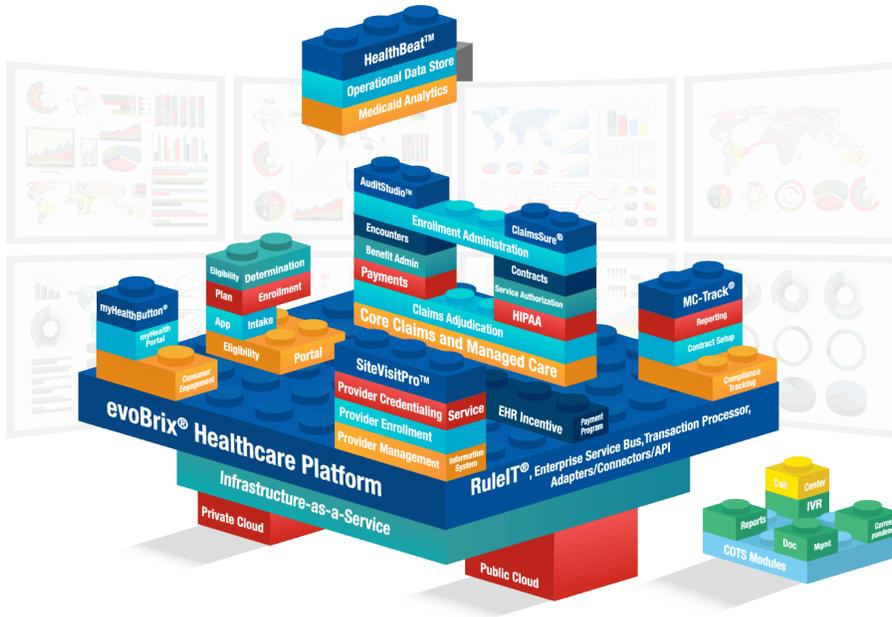
- Access real-time health records pulled instantaneously;
- Ability to seek answers to critical healthcare questions such as prescription, treatment and coverage history; and
- Web-based visualization for improving accuracy and accountability.



A Next Generation Modular Medicaid Platform that is disrupting and improving the use of health data.

### How does myva™ work?

My Virtual Assistant (myva™) is a tool within CNSI’s consumer engagement application, myHealthButton®, which is just one of the fully integrated modules that make up our NextGen Medicaid platform, evoBrix®.



myHealthButton®  
Powered by CNSI



With evoBrix® as the foundation, our solutions are fully interoperable with a state’s Medicaid analytics, giving administrators, policy makers, providers and members access to data that is:

## Secure • Accurate • Easy



### Administrators

- Asses prescription utilization trends
- Identify anomalous providers/members



### Policy Makers

- Evaluate patterns with demographics
- Analyze policy impact with real-time data



### Providers

- Receive notifications on key influencers
- Monitor prescription and treatment trends



### Members

- Track co-pay and status of claims
- Monitor and record medical history