


NEBRASKA

SHIP | SMP

Navigating Medicare | Preventing Medicare Fraud

Local help for Nebraskans with Medicare

# Integrating Artificial Intelligence (AI) Across the Network

## FIELD PERSPECTIVE

# Website Chatbot - Doug

- Nebraska Department of Insurance
  - Licensing Division
  - Insurance Complaint Division
  - Nebraska SHIP & SMP Division
- Vendor of website chat – Tawk.to
- Doug went Live April 2025
- How Doug can address questions:
  - Doug does not have free access to the internet.
  - Doug is provided access to specific web pages.
  - Doug is provided documents and tables.
  - Doug is provided FAQs.
  - Doug can escalate chats to division staff when appropriate.



Question : What do I need to start Medicare sign up

[09:23] Doug has joined the conversation.

[09:23] Doug : To start Medicare sign up, here are key points you need to know:

- Enrollment into Medicare Part A and Part B is done through the Social Security Administration.

- The Initial Enrollment Period (IEP) is a seven-month window starting three months before your 65th birthday month (or 25th month of Social Security disability benefits).

- If you are receiving Social Security benefits, you must enroll in Medicare Part A when eligible.

- If you or your spouse are still working and have employer insurance (with 20 or more employees), you may delay enrollment without penalty.

- When you retire and your employer coverage ends, you get a Special Enrollment Period to sign up without penalty.

- You can also get help enrolling in Part D and Medicare Advantage Plans through the SHIP Division.

- For personalized assistance, you can contact the Nebraska SHIP & SMP office at (800) 234-7119.

If you want to enroll, you can start by contacting the Social Security Administration or the Nebraska SHIP & SMP for guidance.

[09:25] William [redacted] : Ok thank you.

[09:25] Doug : You're welcome! If you have any more questions, feel free to ask. Have a great day!

Type: **FAQ**

*Question:*
*Are Medicare benefits required?*

*Answer:*
*People receiving Social Security benefits must enroll into Medicare Part A when they become eligible. If a person under age 65, or their spouse, are working and can get insurance from the employer, (with more than 100 employees), they may be able to delay enrollment into the other parts of Medicare, like Part B, Part D, or Medicare Advantage. It is important to compare Medicare and the employer insurance to determine which is a better fit. For information specific to you, please contact the Nebraska SHIP & SMP at (800)234-7119.*

Type: **FAQ**

*Question:*
*What happens when I am ready to retire?*

*Answer:*
*When you are ready to retire and your employer coverage ends, you will have a Special Enrollment Period. This means for a limited time you are able to enroll in Medicare without penalty. Each part of Medicare has its own rules regarding when you should enroll during the Special Enrollment Period. For information specific to you, please contact the Nebraska SHIP & SMP at (800)234-7119.*

Type: **FAQ**

*Question:*
*I'M TURNING 65, SHOULD I ENROLL IN MEDICARE?*

*Answer:*
*Enrolling in Medicare will depend on your individual situation. You may or may not need to enroll. If you cannot get insurance through current active employment, you may need to enroll in Medicare or risk paying a penalty. Consider the steps on the other side if you need to enroll in Medicare. For information specific to you, please contact the Nebraska SHIP & SMP at (800)234-7119.*

Type: **FAQ**

*Question:*
*What if I get insurance from my employer?*

*Answer:*
*If you get insurance from a current employer, with 20 or more employees (you or your spouse's employer), you are not required to enroll during this enrollment period. When your employer coverage ends, you will get a Special Enrollment Period to enroll in Medicare at that time. Even if you get insurance from an employer, you should compare the work coverage to Medicare as Medicare may offer better, less expensive coverage. For information specific to you, please contact the Nebraska SHIP & SMP at (800)234-7119.*

Type: **FAQ**

*Question:*
*When can I get a Medicare Part D Plan?*

*Answer:*
*You can join a Medicare Part D Plan when you first begin Medicare, if you work past age 65 and delay Medicare, you can join when you retire, or you can join during Medicare Open Enrollment, between October 15 and December 7. You should keep in mind each year plans can change costs and coverage. During Medicare Open Enrollment you should review your plan's changes and compare your other options. If you enroll in a new plan during this period, it will begin on January 1 of the following year. For information specific to you, please contact the Nebraska SHIP & SMP at (800)234-7119.*

Type: **FAQ**

*Question:*
*How do I enroll into Medicare?*

*Answer:*
*Enrollment into Medicare Part A and Part B is completed with the Social Security Administration. The SHIP Division can help you enroll into Part D and Medicare Advantage Plans. If you need contact information for the Social Security Administration please see the following website: https://doi.nebraska.gov/social-security-resources. If you would like to speak with a SHIP Representative please call (800) 234-7119.*



Type: **FAQ**

*Question:*
*What is the Medicare Part A and B Initial Enrollment?*

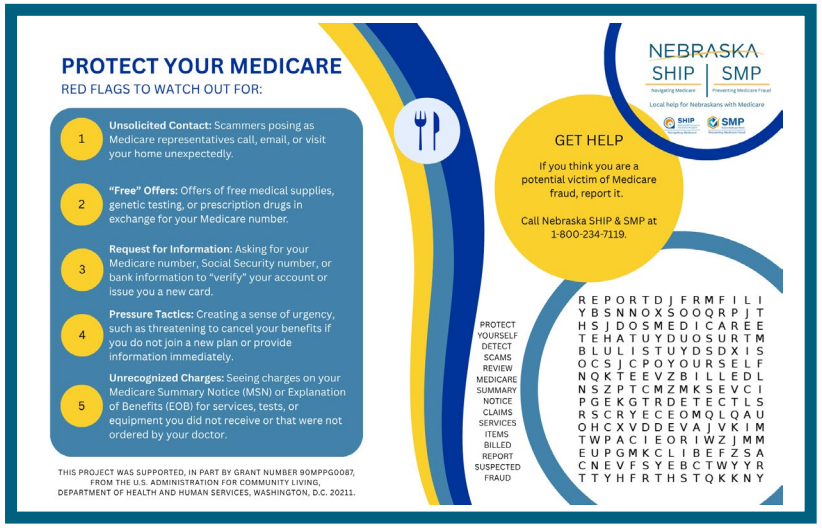
*Answer:*
*The Initial Enrollment Period (IEP) is a seven-month period available when one is first eligible for Medicare, either at age 65 or on the 25th month of Social Security disability benefits. The seven-month period begins three months before the first month of eligibility (month of the 65th birthday or 25th month of disability benefits). The Medicare effective date will depend on when you enroll, but will always be on the 1st of the month. Use the chart on the opposite side to determine when your Medicare will start. For information specific to you, please contact the Nebraska SHIP & SMP at (800)234-7119.*

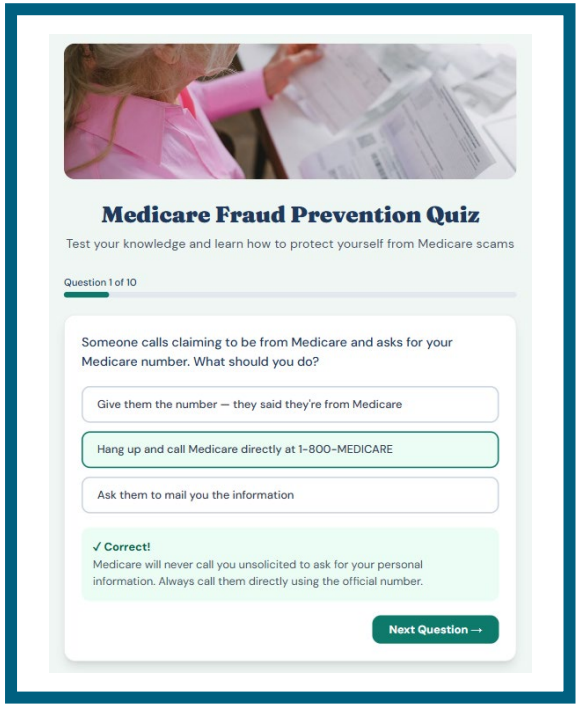
NEBRASKA
DEPARTMENT OF INSURANCE









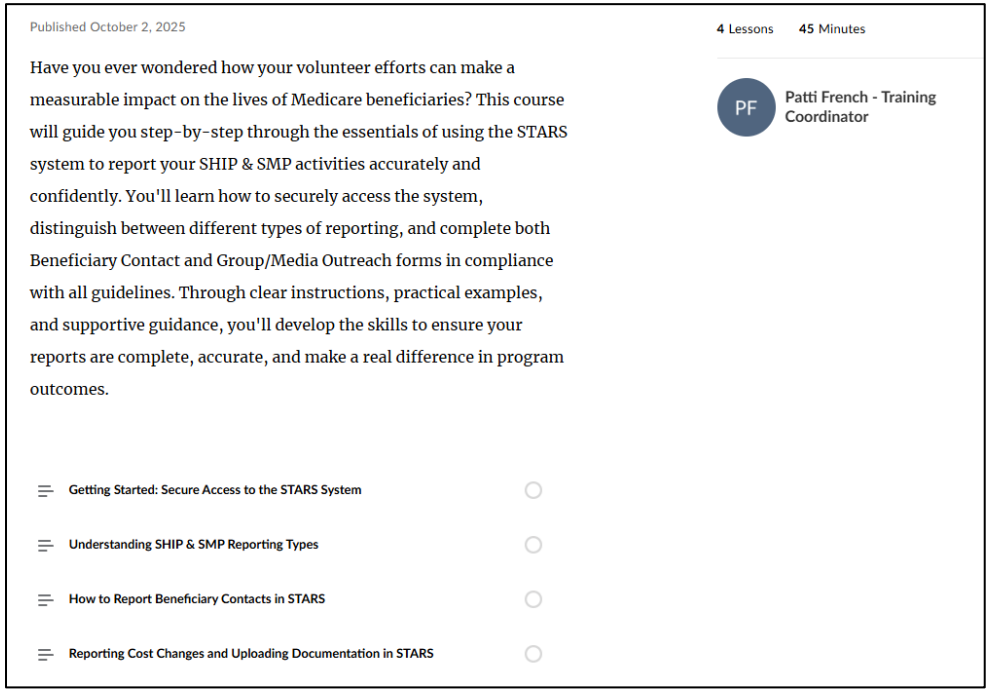

# Canva AI

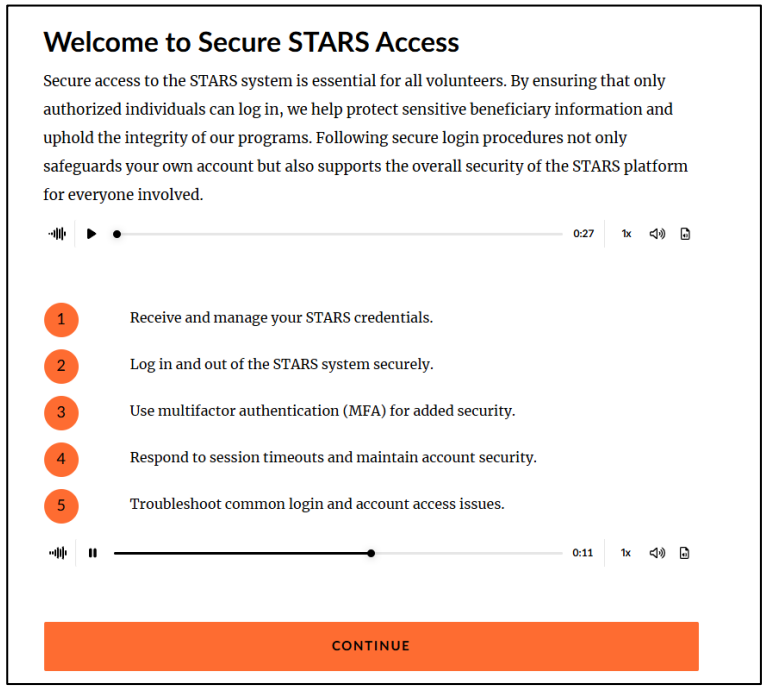
- Flyers
- Social Media Posts
- Table Placemats
- Brochures
- Presentations
- Activities
- Translation into other languages

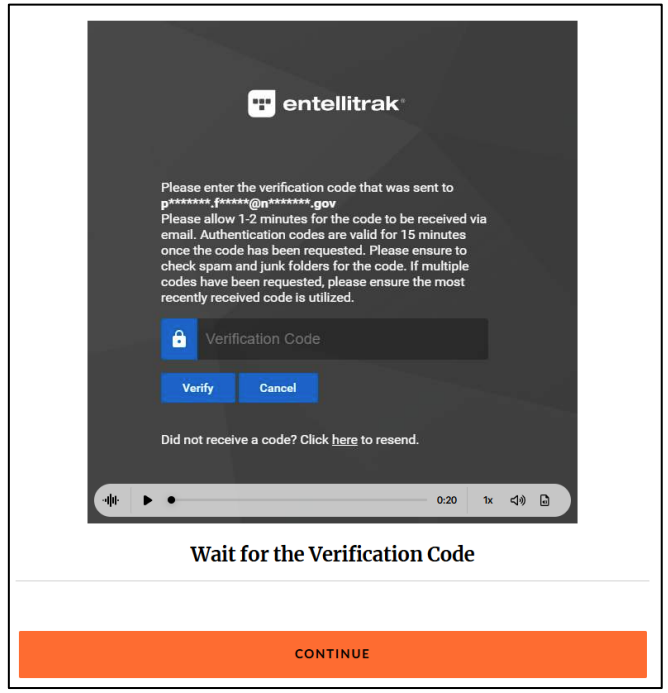
# Articulate 360

- Create Online Courses:
  - STARS System Volunteer Training: Accurate SHIP & SMP Report
  - Navigating Medicare.gov
  - 2025 Fall Update Training – What's New with Medicare in 2026?
- AI Narration



# VoxLog – Automated. Local. Compliant.



**Need for Voicemail Transcription Identified**

Open Enrollment Planning Began February 2026

Opportunities to Increase Efficiency and Capacity Identified



**Project began March 2026**

Met with IT Business Systems Analyst and SHIP & SMP Staff

Discussed Needs

IT Built Tool

Tested Results

Met Again



**Beta Testing began June 2026**

Current VoxLog Unveiled

Positive Feedback from Team

No Major Adjustments



**Three Automatic Steps**

Voicemail Arrives

Local AI Transcribes It

Message is Added to Channel List in Microsoft Teams



**Information for Teammates**

Caller Name

Phone Number

Call Date & Time

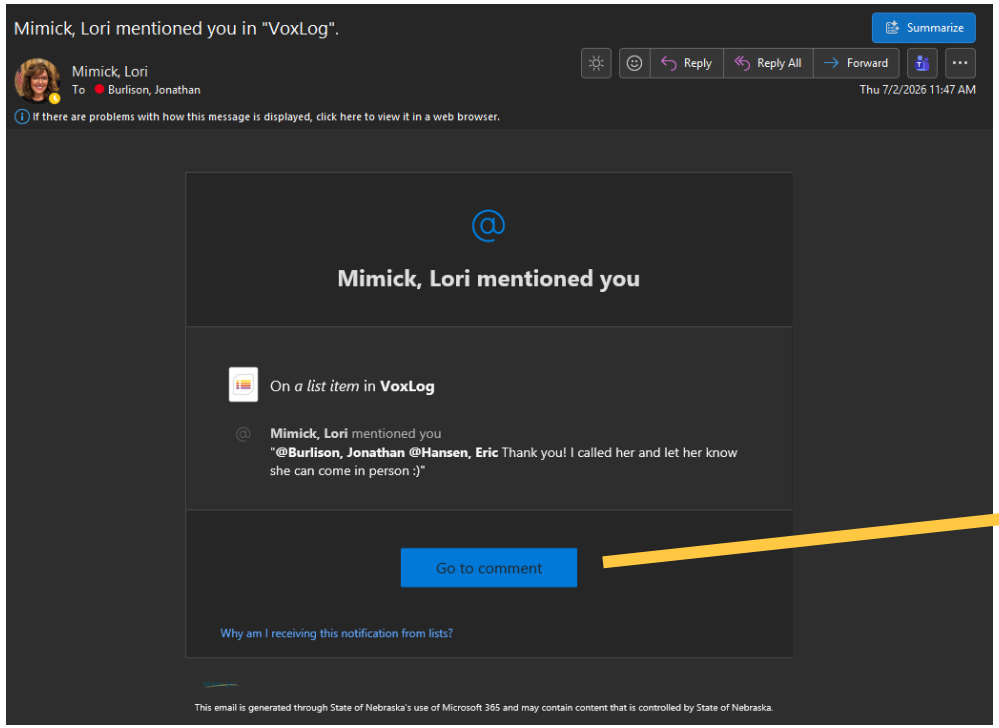
Transcript

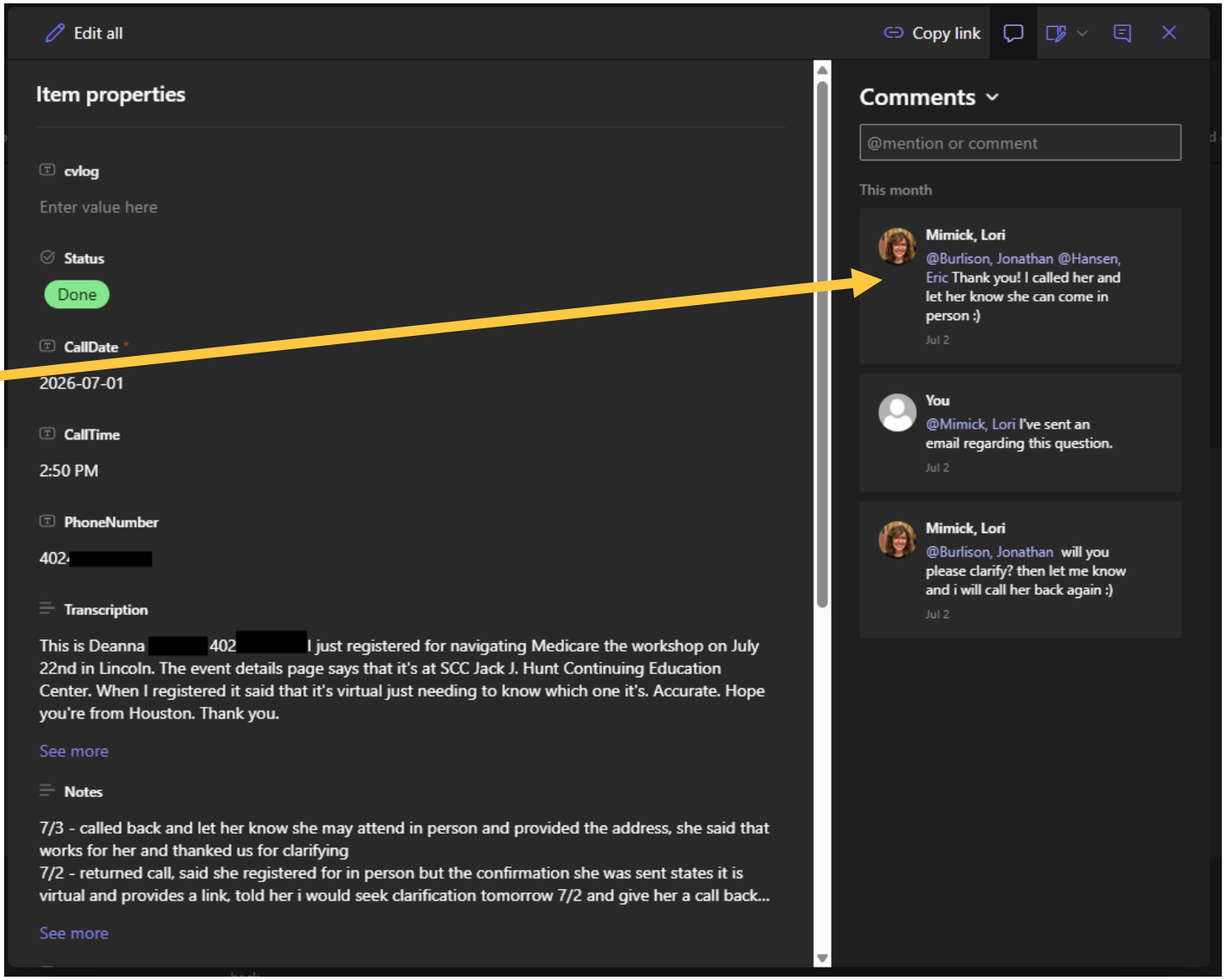
Listen-to Link

Status: Pending

VoxLog

| CallDate | CallTime | PhoneNumber | CallerName | Transcription | WAVLink | Status | StaffName | Notes | Returned |
|---|---|---|---|---|---|---|---|---|---|
| | | | | [redacted] My phone number is 402-[redacted]. | | | | | |
| **2026-07-30** | 11:02 AM | 402[redacted] | NANCY[redacted] | Hi, my name is Nancy[redacted] and I'm approaching age 65 and I'm looking at Medicare Supplement options and I wonder if I could visit with someone about that. My phone number is 402[redacted] Thanks. Bye-bye. | Listen | Done | Mimick, Lori | sent plan G and part D quotes via email | 7/30/2026 1:00 PM |
| **2026-07-30** | 11:47 AM | 402[redacted] | WIRELESS CALLER | This is Roseanne [redacted], the last name of spelled [redacted] I'm calling about the Federal Lifeline Program, please give me a call back, 402[redacted] Thank you. | Listen | Pending | | | |
| **2026-07-30** | 12:17 PM | 402[redacted] | WIRELESS CALLER | Yes, this is Tony [redacted] 402[redacted] can you please call me back. Thank you | Listen | Pending | | | |
| **2026-07-30** | 12:17 PM | 605[redacted] | SIOUX FALLS,SD | Hi, this is Amy [redacted], and I'm calling from a Vera Health Planes, and we have just some questions as it | Listen | Unreachable | | | |




Comments:

- Caller is requesting specific staff member.
- Teammate requires help/clarification.

# VoxLog – Automated. Local. Compliant.

- No Per-Minute API Fees
  - The AI runs on workstations we already own – transcription is free to run
- No New Licensing
  - Built on the standard Microsoft 365 connectors we already pay for – nothing premium.
- Scales for Free
  - More call volume costs nothing extra – unlike a cloud service that bills by the minute.
- Fully aligns with Nebraska Information Technology Commission Policy 8-609. Artificial Intelligence Policy.




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