IA SHIIP/ SMP and Our AI Plans



Gladys

- Chatbot for Counselors
  - Uses approved resources
- Lives in SHIPtools
- Status:
  - Idea introduced to Counselors
  - Working on funding and contract permissions

SHIP State Health Insurance Assistance Program
Navigating Medicare

SMP Senior Medicare Patrol
Preventing Medicare Fraud

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What are we most excited about?







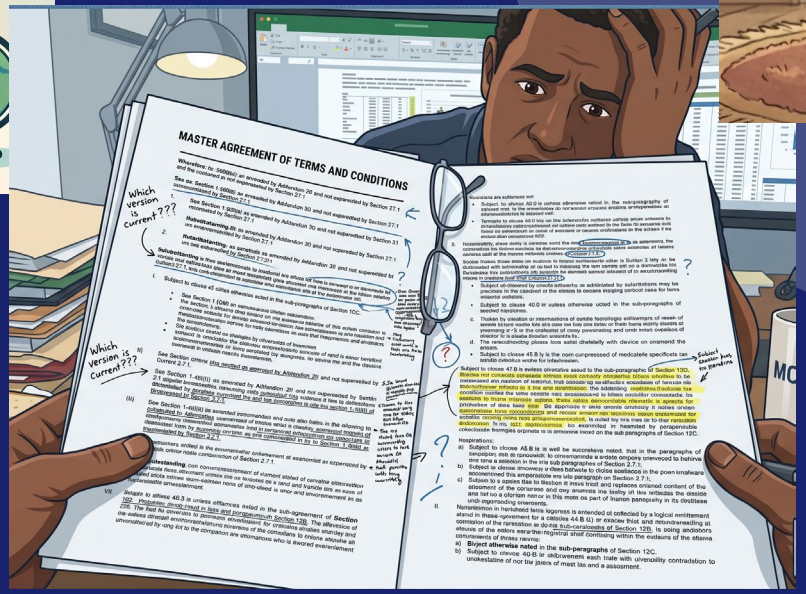
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Our biggest challenges?







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Where are we getting staff resources?









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