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Using AI to Enhance Disability Case Review: OCERS' Experience with Foundation AI

Nicole McIntosh, Director of Disability
Orange County Employees Retirement System
Attorney Breakout

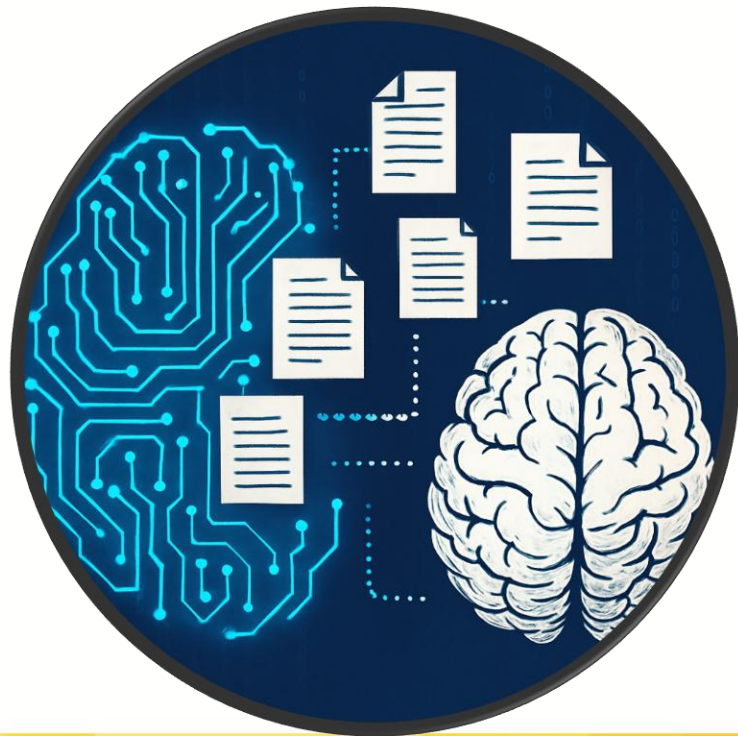
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Agenda

- The problem: messy medical records
- What is Foundation AI
- Impact on the disability process
- Benefits to disability team and members
- AI limitations and future potential



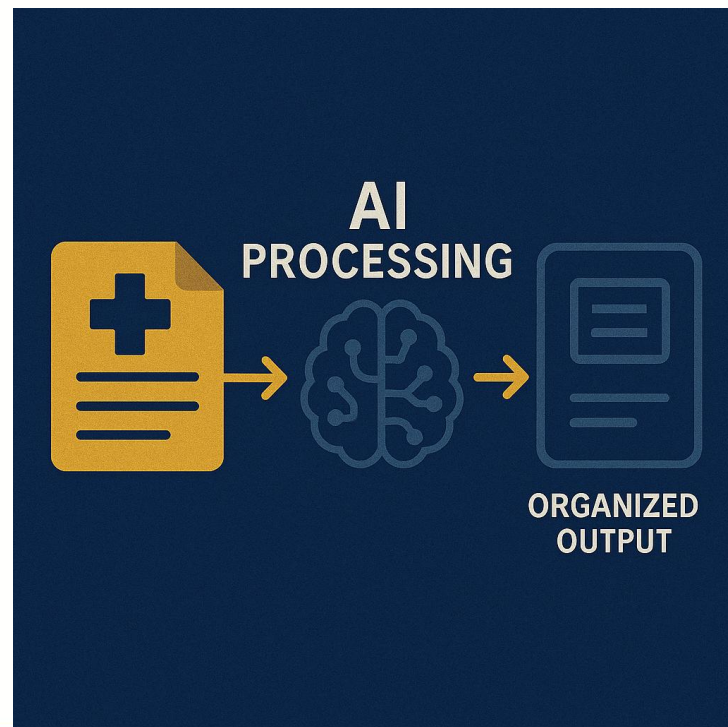
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The Problem: Indexing Medical Records

- Bulk records received:
 - Out of order
 - Full of duplicates
 - Mixed with non-medical docs
 - Manual indexing took days/weeks/months



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Why It Matters

- Less time for analysis, more for sorting
- Increases error risk
- Slows decisions for members
- Adds to team stress
- Raises unnecessary costs (IME)



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Enter Foundation AI

- Breaks bulk PDFs into separate reports
- Removes fluff (separate file retained)
- Titles each report by provider/date/type
- Produces 100+ clean, searchable files
- Staff still reviews and corrects



FOUNDATION AI

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From Chaos to Clarity

- Large PDF's
- Mixed content
- Not searchable
- No titles or order

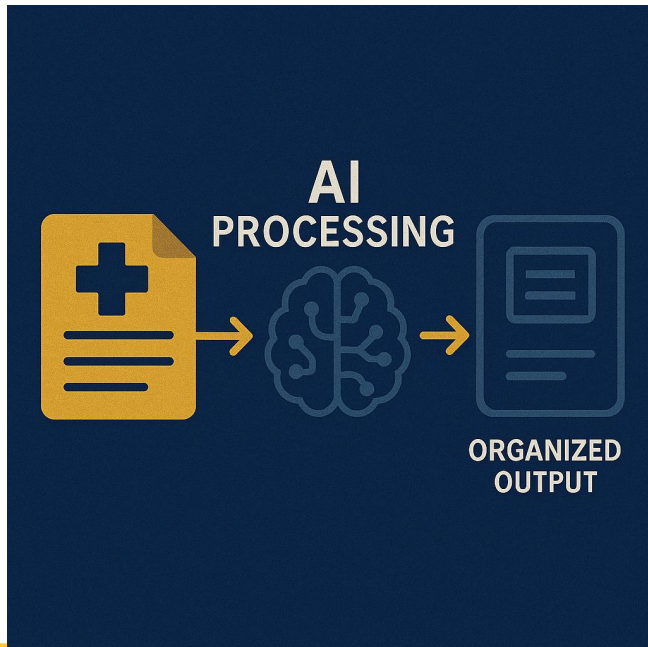
<input type="checkbox"/> Name	Date modified	Type	Size
Premed	7/6/2023 2:20 PM	File folder	
Additional Med Records 2 AME_Hyman_Supp_120921	7/24/2023 9:43 AM	Adobe Acrobat D...	5,958 KB
Additional Med Records AME_Hyman_Initial_120221	7/24/2023 9:42 AM	Adobe Acrobat D...	1,480 KB
AA - COOO-002464 - Medicals	2/6/2023 10:20 AM	Adobe Acrobat D...	243,801 KB
AA - CTOS-034957 - Medical Records	2/6/2023 10:16 AM	Adobe Acrobat D...	41,403 KB
AA - OCOA-044394 - Deposition	2/6/2023 10:16 AM	Adobe Acrobat D...	28,828 KB
AA - OCOA-044394 - IME	2/6/2023 10:15 AM	Adobe Acrobat D...	18,274 KB
AA - OCOA-044394 - Medicals	2/6/2023 10:28 AM	Adobe Acrobat D...	769,722 KB
<input checked="" type="checkbox"/> AA - OCOA-044394 - Subpoenaed Records	2/6/2023 10:28 AM	Adobe Acrobat D...	849,986 KB
AA - OCOA-047018 - Deposition	2/6/2023 10:15 AM	Adobe Acrobat D...	14,174 KB
AA - OCOA-047018 - IME	2/6/2023 10:15 AM	Adobe Acrobat D...	11,076 KB
AA - OCOA-047018 - Medicals- NM- 360	2/6/2023 10:16 AM	Adobe Acrobat D...	31,955 KB
AA (1) 200804 (Certified) Depo Trans	7/25/2023 1:58 PM	Adobe Acrobat D...	131 KB
AA (1) 200804 (Print) Depo Trans 2	7/25/2023 1:58 PM	Adobe Acrobat D...	161 KB
AA (1) 200804-CT Depo Trans 3	7/25/2023 1:59 PM	Adobe Acrobat D...	113 KB
Dr. Craemer's AGREED MEDICAL EXAMINATION	7/27/2023 10:22 AM	Adobe Acrobat D...	1,986 KB

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FAI in Action



- Documents from copy service automatically uploaded to CMS
- OCERS staff moves docs to upstream folder
- OCERS staff notifies FAI with a touch of a button
- FAI retrieves documents from CMS
- FAI performs indexing
- Documents automatically placed in downstream folder in CMS
- OCERS staff notified

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Now we have order

- Medical records separated
- Organized by date, doctor, type of report
- Chronological Order
- Searchable
- Reviewable

The screenshot displays the 'Documents' tab in the SACRS system. At the top, there are navigation tabs: Details, Matter Plan, Team, Documents (selected), Timeline, and Roles. Below these, there's a 'VIEW BY:' dropdown set to 'Folder', with 'Favorites' and 'List' options. A search bar is present with the placeholder text 'Search for Files by Name or Description'. The main content area shows a breadcrumb trail: 'Matter Home > Medicals > Final Docs > Premed Reports'. A table lists medical records with columns for NAME, UPDATED ON, DESCR..., DOCUM..., CREATED DATE, and ACTIONS. The records are organized chronologically by date and doctor. At the bottom, there's a footer with links: 'Matters Quick Search', 'Recent Items', 'My Intakes', 'My Matters', and 'Date Calculator'.

	NAME	UPDATED ON	DESCR...	DOCUM...	CREATED DATE	ACTIONS
<input type="checkbox"/>	★ 2023-02-11 Richard Chyan, MD Visit Notes.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-11 Providence St.Joseph Health Visit Notes.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-07 Medical Others Providence St. Jude Medical Center_5.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-07 Medical Others Providence St. Jude Medical Center_4.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-07 Medical Others Providence St. Jude Medical Center.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-06 Tuan Quoc Trinh, MD Visit Notes_16.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-06 Tuan Quoc Trinh, MD Visit Notes_11.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-06 Tuan Quoc Trinh, MD Visit Notes.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-05 Tuan Quoc Trinh, MD Visit Notes.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-04 Tuan Quoc Trinh, MD Visit Notes.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇
<input type="checkbox"/>	★ 2023-02-03 Tuan Quoc Trinh, MD Visit Notes.pdf v1	10/22/2024 12:37 PM			10/22/2024 12:36 PM	✓ ⬇

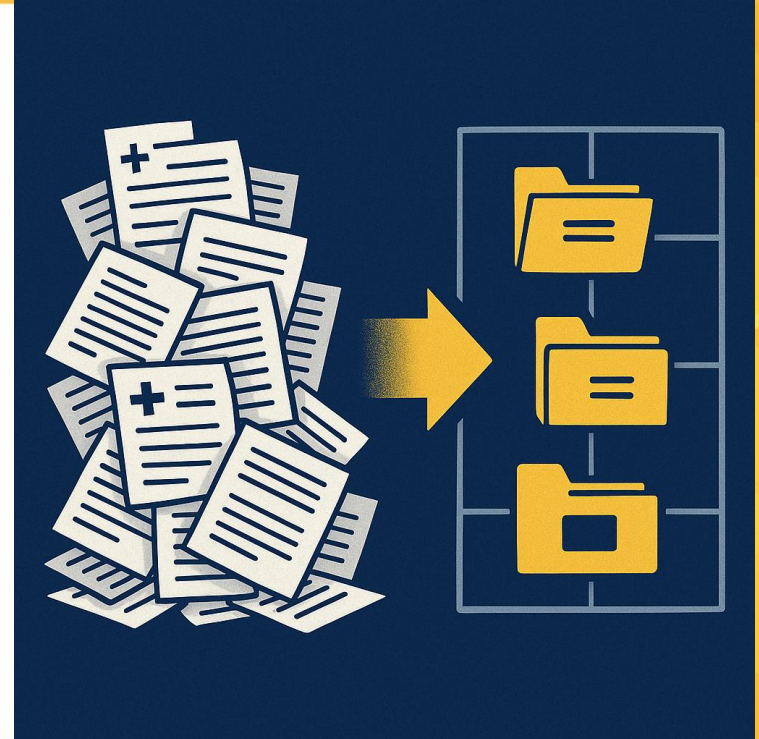
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Impact on Disability Process

- Indexing takes about a day or two
- Review still needed, but faster
- Supports case flow
- Faster member service
- Simplifies process
- Team Morale
- IME cost savings



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Compliance and Governance.



- **SOC 2 Type II Compliance:** The organization maintains SOC 2 Type II compliance, demonstrating adherence to security, availability, and confidentiality standards through independent third-party auditing over an extended period.
- **ISO/IEC 27001 Compliance:** Foundation AI adheres to the ISO/IEC 27001 standard, ensuring a systematic approach to managing sensitive information and maintaining robust information security management practices.
- **HIPAA Compliance:** Foundation AI complies with the Health Insurance Portability and Accountability Act (HIPAA), safeguarding protected health information (PHI) in accordance with federal privacy and security requirements.
- **Ethical Guidelines:** Implementing policies that ensure AI systems operate within ethical boundaries, avoiding biases and ensuring fairness.

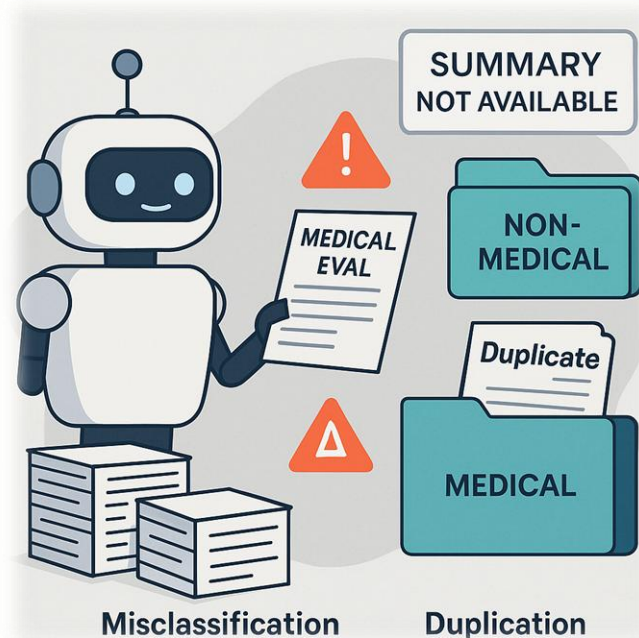
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Limitations of Foundation AI

- Doesn't summarize or interpret
- Can misclassify docs
- May miss duplicates (e.g., stamped pages)
- Requires staff QC
- A supplement, not a substitute



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Where AI Is Today

- No reliable summarizer for 1,000+ pages
- Risks: privacy, errors, oversimplification
- Evolving legal/medical standards
- Still need humans- AI supports, but does not replace judgment

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Risks of AI: Confidentiality

- Development of LLM- An expensive luxury to secure from training to validation to usage.
- OpenAI or Google- Your data is only as secure as you trust the organizations
- Expensive to remove test data
- Evolution of legal standards

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Risks of AI: Accuracy & Context

- The more data the LLM has, the better its accuracy and context
- Specialized LLM vs. General LLM
- How good is good enough? 80%, 95%, 99.999%

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Risks of AI: Double Edged Sword

- As we rely on AI, we lose our knowledge and become more dependent on AI
- Who will retain the knowledge to verify its results?
- How do we know the AI hasn't made something up?
- Who will watch the watchers?



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Looking Ahead

- Summarization could emerge
- Flagging tools may evolve
- Natural language models in future
- Vendors may fill this space
- Must balance speed with ethics

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Final Thoughts & Q&A

- AI has real value
- Still needs human oversight
- We're learning as we go
- Let's talk.