# Solving complex medical problems with AI and machine learning

The team at Carelon Global Solutions works with industry-leading AI and cognitive technologies to build complete, personalized healthcare profiles that can help people stay healthier. Carelon Global Solutions' innovative, data-driven approach can solve complex medical problems in the digital space for clients seeking to provide high-quality healthcare with a human touch.

CGS' core function is to deliver personalized solutions in value-driven areas such as affordability, cost of care, operational efficiency, as well as reimagined processes and products for next-generation digital healthcare.

## 3,500+
associates with digital experience

## 100
Experts in AI/machine learning (ML) development

## Expertise

**Machine learning**

**Deep learning and natural language processing (NLP)**
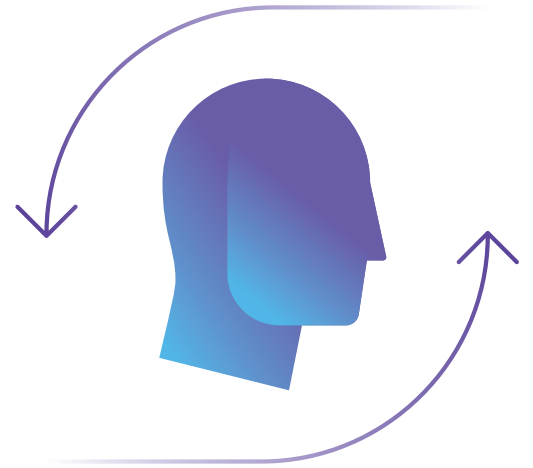
**Computer vision**

**Computer image processing**

**Cloud AI**

# Carelon Global Solutions drives the following outcomes with its AI engines, designed and implemented in-house:

- High dollar savings

- Reduced manual hours

- Enhanced user experience

- End-user convenience

## Success story

**Smart help tool:**

A U.S. health insurer faced longer call times due to the lack of relevant information readily available to contact center agents. This necessitated manual research across multiple sources when finding answers to members' questions.

Carelon Global Solution developed an AI solution, Smart Help, using cognitive robotic process automation (RPA) technology. The tool delivers information promptly and accurately to contact center agents so they can efficiently resolve member issues.

## Results delivered

30% reduction in call volume

Improved customer experience

$500K saving annually

Resolution in a single call

**carelon**
Global Solutions

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