NPA 2026 SESSION TAKEAWAY

AI in PACE: separating myth from fact

AI is already changing how PACE teams document, coordinate and manage care. Here's what holds up, and how to use it safely.

AI Isn't Replacing Care — It's Fixing It: Debunking Myths in PACE

Wednesday, October 14 · 8:00 a.m. MDT · Tower Court D · Ameya Ambardekar, Collabrios Health · Qiana Harrison, Senior Care Partners PACE · Mark Hull, Exceeds

Four myths, debunked

MYTH	FACT
AI replaces human judgment.	AI supports clinical and operational decisions. People review what it produces and make the call.
AI works as a generic add-on.	AI delivers the most value when it is built into the workflows PACE teams already use, from IDT documentation to claims.
Compliance makes AI impossible.	AI and compliance work together when tools come with a signed BAA, independent security certifications and clear data-use terms.
A large transformation is required.	Start with one workflow, like documentation, and expand as your team sees results.

Six tips for using AI safely

- **Keep PHI out of public tools.** Never paste participant information into free or consumer AI tools.
- **Review every output.** Check AI-generated content for accuracy before it reaches the record or a decision.
- **Follow consent rules.** Get participant consent for ambient recording where your state or policy requires it.
- **Use approved tools only.** Use PHI only in tools your organization has approved under a signed BAA.
- **Know where data goes.** Ask how data is stored, how long it is kept, and whether it trains the vendor's models.
- **Report what looks wrong.** Flag errors or unexpected behavior so your team can address them quickly.

See AI documentation at Booth 87

Stop by for coffee and a live demo of Ambient Scribe, our HITRUST e1 certified AI documentation tool.

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Prepared by Collabrios Health, home of Ambient Scribe