

EMPLOYER ACTION GUIDE

Evaluating a New AI Solution

How HR leaders can navigate AI adoption with confidence

Choosing the right AI tool for your workforce

Artificial intelligence (AI) can simplify how your workforce accesses and understands health and care, but only if it's done right.

Ninety percent of human resources (HR) leaders have a positive sentiment towards AI¹, according to [Transcarent's recent survey on HR leaders' perceptions of AI](#). Learning how to choose the right tools to build trust, protect privacy, and make health and care decision-making easier for employees, is essential.



1. Have a clear goal

Start by defining what the AI solution should accomplish within your benefits strategies. Clear goals help you invest in technology that solves real problems without adding confusion.

Does the AI tool address a specific health or benefits challenge? Look for trusted tools designed to simplify healthcare access, improve health literacy, and reduce employee confusion.

Is the solution user-friendly and human-centered? Avoid complex tools that overwhelm employees, add unnecessary steps, or lack human oversight.

Does it fit your company's goals and culture? The AI solution should support measurable outcomes and align with your values.

Is the tool built to solve the problem you're addressing, for the people you're serving? If there's misalignment in either, the system may work but not for you.

2. Prioritize integration and accessibility

For seamless adoption, the AI solution should work well with your existing systems and be easy for your employees to implement in their daily lives.

Can the AI integrate with your current HR and benefits platforms? Ensure the tool can be customized to your processes and data.

Is the solution accessible across devices and inclusive for all users? Accessibility features like mobile compatibility and support for people with disabilities is vital.

Is there a clear rollout plan with communications and training? Employees need guidance that comes straight from their employer to not only understand but also trust this new tool.

3. Assess data privacy and security

Your workforce's trust in AI starts with confidence that their personal information is secure. With 62% of people expressing concerns about privacy and transparency in AI,² it's essential to choose solutions that uphold the highest standards for data protection.

Is the solution HIPAA compliant and has it successfully completed SOC 2 attestation or is it HITRUST certified?

Meeting these standards is essential to safeguard sensitive health data.

Is data encrypted and stored securely? Confirm the AI solution does not sell or share employee data without explicit consent.

Is there transparency on how employee data will be used? Clear communication about privacy policies builds confidence and trust – and must be backed by strong safeguards, regular checks by outside experts, and a real commitment to protecting people's information.

4. Evaluate bias mitigation and accuracy

AI can unintentionally introduce bias or spread inaccurate information if not properly managed. To avoid this, follow best practices—starting with asking the following questions.

Does the solution provide analytics on engagement and outcomes? Look for dashboards or reports that show usage and impact.

Can you track reductions in misinformation or support requests? Metrics tied to your goals help demonstrate success.

5. Confirm measurable impact

Have evidence that AI delivers real value to justify the investment.

Does the AI use clinically reviewed, evidence-based data? Accuracy in health information is non-negotiable when it comes to trust and confidence.

Are there measures to identify and reduce bias? Check if the vendor tests for fairness across different employee groups.

Is the AI regularly updated and monitored for reliability? AI models are always learning and changing. Ongoing quality control ensures the tool stays trustworthy and reliable.

Become a trusted expert in AI tools

The right AI tools don't just simplify decisions—they build lasting trust. By investing in solutions that align with your values and empower your people, a foundation can be created for better care, stronger engagement, and measurable results across your organization.



Ready to be a health and care changemaker?
Learn more at
transcarent.com/leadtheway