

Responsible Use of Artificial Intelligence – Minimum Standards

Definitions

AI Solution	Any AI system, model, or algorithm or any product or service that incorporates an AI system, model, or algorithm as a material component of the product or service.
Artificial Intelligence (“AI”)	A field of computer science that focuses on creating machines that can perform tasks that typically require human intelligence, such as visual perception, speech recognition, decision-making, and language translation. Subfields of AI that are included within this definition include, without limitation, machine learning, natural language processing, neural networks and Generative AI.
Generative AI (“GenAI”)	A subset of AI that can be used to create new content, data, or information, including audio, code, images, texts, simulations, and videos.
Gen AI Solution	Any GenAI system, model or algorithm or any product or service that incorporates a GenAI system, model, or algorithm as a material component of the product or service.
UHS	United Healthcare Services, Inc., a Minnesota corporation, together with its affiliates.
Vendor	A provider of an AI Solution to UHS, or a service provider utilizing an AI Solution.

Standards

The following minimum standards must be met by Vendors providing services to UHS that utilize or include an AI Solution in addition to any requirements in our agreement. Upon UHS request, Vendor shall complete an annual survey and confirm compliance with the minimum standards.

Industry Best Practices	<p>The AI Solution provided to Customer must be developed in alignment with industry best practices including without limitation, the following:</p> <ul style="list-style-type: none">• International Organization for Standardization 42001: 2023 (“ISO 42001:2023”).• National Institute for Standards and Technology Artificial Intelligence Risk Management Framework (“NIST AI RM Framework”).• Organization for Economic Co-Operation and Development AI Principles
AI Governance Program	<p>Vendor must implement and maintain a responsible use of AI governance program including:</p> <ul style="list-style-type: none">• Comprehensive risk assessments and testing of the AI Solution, at least once per calendar year or following any material update, to prevent bias, unintended, or other harmful outputs.

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- On-going monitoring of the AI Solution after deployment.
 - Enterprise-wide policies on the responsible use of AI, including documenting potential harmful uses of the AI Solution.
 - Retention of all relevant records regarding the validation, testing and ongoing operation of the AI Solution

Training and Personnel

All vendor personnel supporting or utilizing the AI Solution must receive training at least annually on industry standard best practices, applicable laws and regulations, and the responsible use of the AI Solution.

Quality of Outputs

Vendor is responsible for taking reasonable steps to validate the outputs are accurate, complete, and unbiased; and the AI model is explainable and subject to human review prior to delivery to Customer.
