

Artificial Intelligence Policy

Delta Dental supports the responsible use of artificial intelligence (AI) technologies. We use AI in accordance with internal governance and implementation processes to support and enhance the administration of dental benefits. Humans will continue to maintain direction, oversight, and ultimate authority within our governance structure.

Delta Dental's AI Governance

Delta Dental's enterprise AI Guiding Principles help steer how AI is developed and deployed across Delta Dental. These principles consider human accountability, alignment with organizational values, transparency, privacy and security, and fair and ethical use. To support these Principles, Delta Dental maintains enterprise governance processes that evaluate AI use cases, including risk review, policy alignment, and ongoing oversight.

Delta Dental's AI Guiding Principles

- **Accountability:** We believe humans should be responsible for the outcomes generated by AI. This means that human oversight continues and AI is a support to thoughtful human decision-making.
- **Organizational Values:** We believe AI use should be aligned with our enterprise values and our purpose of providing access to quality care. Our use of AI is designed to uphold our standards and commitment to customer service.
- **Transparency:** We believe in communicating about our use of AI to our stakeholders. This means identifying and explaining how AI is used and operates.
- **Privacy & Security:** We believe that data privacy and security should be considered in the design and deployment of AI. Our data privacy and security practices, consistent with applicable law, are incorporated in our review and use of AI.
- **Fair & Ethical Use:** We believe that AI should not be biased or discriminatory. We strive to assess the performance of AI for potential bias and disparate impact.

Questions

For questions regarding Delta Dental's use of tools integrating AI tools, you may contact us by email at Privacy@delta.org

We continually assess and improve our practices based on our own learnings, industry standard practices, and the ever-changing applicable laws. This statement may be updated periodically as our use of technology evolves and legal requirements develop.