

# Provider Bulletin

## Central Health Medicare Plan

May 11, 2026

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### Immediate Compliance Required: Artificial Intelligence (AI) Use Restrictions

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

#### What you need to know:

CHP reminds providers of **strict contractual and regulatory requirements** governing the use of **Artificial Intelligence (AI)**. These requirements are set forth in the **2026 Provider Manual**, which is part of your contract with CHP.

Artificial Intelligence (AI) means any machine-based system that, based on human-defined objectives or inputs, can generate predictions, recommendations, data sets, work product, or decisions that influence physical or virtual environments.

#### **Prohibited Uses of AI**

Providers **may not use AI** in any manner that results in a **denial, delay, reduction, or modification of covered services** to CHP members **without review by a qualified clinician**. This includes, but is not limited to:

- Utilization management
- Prior authorization
- Complaints, appeals, and grievances
- Quality of care services

Providers are **strictly prohibited** from using **AI-generated voice technology** to initiate or conduct **outbound communications to CHP**, including but not limited to:

- AI voice bots
- Voice cloning
- Synthetic or automated speech systems

This prohibition applies to **all telephonic communications**, including:

- Billing
- Claims payment status updates
- Eligibility verification
- Prior authorization
- Any other administrative or operational function

Use of AI-generated voice technology in communications to CHP is a **direct violation of the 2026 Provider Manual** and your contractual obligations.

### Provider Action

Providers using AI generated voice systems, directly or through a third party, **must immediately:**

1. **Cease and desist** from all AI generated voice communications to CHP; and
2. **Implement controls** to prevent recurrence of this violation.

Failure to comply may result in contractual and regulatory consequences.

For additional information on AI, please refer the CHP Provider Manual.

#### What if you need assistance?

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at [PRCalifornia@molinahealthcare.com](mailto:PRCalifornia@molinahealthcare.com).

