



STRATEGY & GOVERNANCE	
Is there a state agency or taskforce responsible for AI regulation or development?	Yes. The Massachusetts AI Strategic Task Force aims to lead the state in AI innovation while ensuring its responsible and ethical development. <sup>250</sup>
Is there an enacted AI law or regulation that applies to health insurance?	No.
Is there an official state strategy on AI?	Yes. The Massachusetts AI Strategic Task Force issued a 2024 report outlining recommendations to promote responsible and ethical AI innovation. <sup>251</sup>
CONSUMER PROTECTIONS	
Is there a state data protection law that applies to AI use of personal data?	No. Massachusetts' data protection law focuses on setting minimum standards for safeguarding personal information to ensure its security and confidentiality, protect against anticipated threats, and prevent unauthorized access or use. <sup>252</sup>
Is human oversight of AI required?	No.
Is there a consumer complaint mechanism available?	No. However, consumers can <a href="#">file a complaint</a> through the Division of Insurance if they believe AI has been used improperly within their health insurance. <sup>253</sup>
Has the state insurance commissioner adopted the NAIC Model Bulletin or a similar bulletin?	Yes. The Division of Insurance issued Bulletin 2024-10 adopting the NAIC Model Bulletin. <sup>254</sup>
FUTURE READINESS	
Are there state-based advocacy groups related to AI in health insurance or health care?	Yes. Massachusetts College of Emergency Physicians advocates for regulating the use of AI in PA programs. <sup>255</sup>
Are there state-funded training opportunities on AI?	Yes. Governor Maura Healey launched a new statewide partnership with Google to offer all Massachusetts residents access to AI and career certificate training programs at no cost through the Grow with Google program. <sup>256</sup>