



# *5 AI Use Cases That Help Regulatory Agencies Modernize*



# INTRODUCTION

Bill Moseley, CEO of GL Solutions, explains what happens when you use [AI to support your regulatory agency](#), enabling staff to focus on higher value work. *“As you shift your staff away from mundane work, you rechannel some of those resources to things AI can’t do. AI can’t interview a witness who was harmed by a physician someplace or a child that was harmed in a foster care facility, for instance. You need people to do that kind of activity. AI will allow you to free up resources to keep the public safe.”*

Our eBook explores how state regulatory agencies [put AI to work today](#). The five AI use cases focus on practical strategies to improve everyday operations while keeping people at the center of decision making. Through real examples, see how AI helps reduce manual effort, while supporting staff with faster and clearer work processes. Our eBook showcases smarter systems that free regulatory agency teams to focus on oversight, investigations, and public protection.



**Note:** Our webinar, [From AI to Automation—Regulatory Trends & Tools for the Future](#), explores these five AI use cases in full. Watch our webinar to learn more.

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## AI USE CASE 1: INTELLIGENT DOCUMENT INTAKE FOR LICENSING & RENEWALS

Document intake uses artificial intelligence to automatically review and validate materials submitted during the [licensing and renewal process](#), reducing the manual burden on your regulatory agency staff. By checking requirements in documents, such as photos, blueprints and certificates, the system flags issues early and guides applicants before their submissions reaches an analyst. Intelligent document intake [streamlines processes](#) and improves accuracy, allowing regulatory teams to focus on higher-value work.

“**For a lot of agencies, when you do a renewal or an application, you have to upload a photo of yourself and there are usually requirements for the background. You don't need a staff person making sure the photo is correct. AI can flag it. And in fact, before it even gets to your regulatory agency for review, AI can tell the person online that their photo doesn't meet a requirement.**”

— Bill Moseley, CEO of GL Solutions



## WHAT IT DOES:

Uses optical character recognition (OCR) + document AI to read PDFs/images (applications, transcripts, insurance certificates), extract key fields (license #, expiration, provider IDs), validate against rules, and auto-populate the case record—routing exceptions to staff

## WHY IT MATTERS:

- Reduces backlog
- Decreases errors
- Expedites permitting

## START SMALL:

Pick five to 10 high-volume forms, such as new licenses, renewals or change requests. Measure processing rate, resubmission rate, and average cycle time.



## AI USE CASE 2: RISK-BASED INSPECTIONS & DIFFERENTIAL MONITORING

AI [analyzes data](#) such as staffing ratios and complaint patterns to help your regulatory agency prioritize the facilities to inspect first. AI flags high risk sites and provides inspectors with important information before they arrive, improving both safety and efficiency. Additionally, AI optimizes travel routes and schedules to help inspectors use their time effectively.

“ AI supports people out in the field conducting inspections. AI reviews data and gives them helpful information like complaints, patterns, violations and other indicators that might prioritize inspections at certain sites.”

— Sam Hardin, CRO of GL Solutions



## **WHAT IT DOES:**

Scores providers using historical violations, complaint patterns, staffing ratios and other indicators to prioritize regulatory inspections and set visit frequency; flags high-risk sites

## **WHY IT MATTERS:**

Focuses limited inspector time where it most improves safety and quality

## **START SMALL:**

Pilot a scorecard on last year's inspections; compare hit rate (critical findings per visit) and travel/time savings against business-as-usual routes.



## AI USE CASE 3: PROGRAM INTEGRITY ANALYTICS (FRAUD/WASTE/ABUSE)

AI helps your regulatory agency detect anomalies, such as sudden ownership changes or unusual staffing or business patterns. Artificial intelligence then flags the suspicious cases for investigators and highlights why the activity appears abnormal. In industries, like gaming, for example, AI helps to monitor operational information like payout or revenue shifts to pinpoint irregularities.

“ AI helps to spot anomalies, like sudden ownership changes, multiple ownership changes, or employees associated to a business. Then AI flags those suspicious cases to investigators.”

— Sam Hardin, CRO of GL Solutions



## WHAT IT DOES:

Runs anomaly detection on claims, benefits, or licensure activity, then triages suspicious cases to investigators with explainable features

## WHY IT MATTERS:

- Protects public funds
- Deters organized fraud
- Shortens case investigations

## START SMALL:

Use past confirmed cases to train a simple model; track precision/recall and money recovered per staff hour.

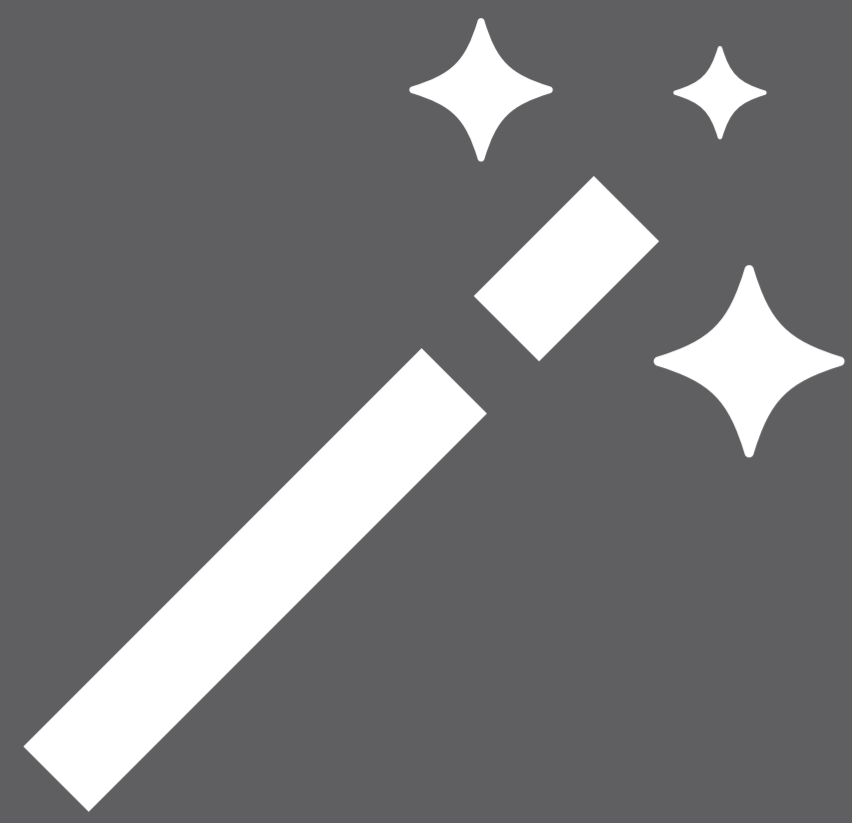
# 4

## AI USE CASE 4: VIRTUAL ASSISTANTS FOR PUBLIC WEB INQUIRIES

AI-powered virtual assistants guide applicants to the correct licenses and permits on your agency's websites using plain-language questions, reducing confusion and submission errors. Embedded in secure portals, they help your regulatory agency lower call volumes and improve processing timelines. In addition, the virtual assistants pull information from the set of materials you indicate versus from the entire internet.

“**Virtual assistants take the guesswork out of what you're trying to accomplish and do. It aligns with the regulatory agency's permits and applications that they support and make available.**”

— Sam Hardin, CRO of GL Solutions



## WHAT IT DOES:

Provides [24/7 answers to commonly asked questions](#) and routes complex questions to the right team—with multilingual support and conversation transcripts

## WHY IT MATTERS:

- Deflects high-volume inquiries
- Improves user satisfaction
- Supports staff workload

## START SMALL:

Stand up an FAQ bot for your state regulatory agency's top 50 questions, integrated with licensing status APIs.



## AI USE CASE 5: REGULATORY STAFF PRODUCTIVITY PILOT

The staff productivity copilot applies artificial intelligence directly to daily regulatory work, helping staff summarize case files, draft clear communications, and prepare onboarding materials. AI accelerates routine tasks while looping people in to review and approve work, as needed. AI, as a staff productivity copilot, means more staff time focused on public protection and oversight across regulatory programs.

“**AI can support with staff productivity. Why does this matter? Well, it’s going to speed up the internal work that you do within your agency. It’s going to assist in a lot of these manual processes and it’s going to free staff up for higher value tasks.”**

— Sam Hardin, CRO of GL Solutions



## WHAT IT DOES:

Summarizes lengthy case files or rulemakings, drafts plain-language renewal reminders or deficiency notices, converts policy docs into PowerPoint briefings, and assembles onboarding materials from manuals

## WHY IT MATTERS:

- Speeds internal work
- Improves process consistency
- Helps manage workload

## START SMALL:

Pilot drafting templates for three common communications, such as renewals, deficiency letters and inspection scheduling.

## CONCLUSION

AI empowers regulatory agencies to streamline internal workflows and manage workloads more effectively. By starting with practical applications like drafting templates and automating manual tasks, agencies unlock improved productivity and free staff for higher-value work. In addition, by embracing AI-driven modernization, regulatory agencies deliver improved outcomes for the communities they serve.

We based our eBook on insights from our webinar, [\*From AI to Automation—Regulatory Trends & Tools for the Future\*](#), with Bill Moseley, CEO of GL Solutions and Sam Hardin, CRO of GL Solutions.

In that on-demand webinar, our presenters go beyond these five AI use cases to cover modernization trends, highlight GovRAMP's role in building trust, and outline practical steps agencies use to achieve better outcomes. [\*\*Watch the webinar today.\*\*](#)

# NEXT STEPS

Connect with GL Solutions to unlock the full potential of your agency's modernization journey. Our experts will show you how GL Suite and our Agency Transformation service deliver:

- **Stronger security and compliance** with GovRAMP-ready solutions
- **Faster workflows and automation** to reduce staff burden
- **Future-ready technology** that scales with your agency's needs

Let's explore how these capabilities help you achieve efficiency, resilience and public trust.

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