

Document AI at Covered California — Google Cloud and Deloitte Cut Income-Verification Waits from Weeks to Seconds

AI in the Public Sector · Good practice · United States of America

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

Covered California deployed Google Public Sector's Document AI with Deloitte to automate income/eligibility verification across 25 document types — cutting confirmation times from up to 3 weeks to seconds and manual document work by ~40%, per April 2026 reporting.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-06

[Covered California / Google Public Sector / Deloitte](#) — accessed 2026-08-06

[Route Fifty — California expands AI document verification](#) — accessed 2026-08-06

[HIT Consultant — Covered California scales Google Cloud AI](#) — accessed 2026-08-06

[Google Cloud — Covered California partners with Google Public Sector](#) — accessed 2026-08-06

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