



WEBINAR

Wednesday, November 12, 2025 | 2 pm ET

# Introducing AlayaFlow

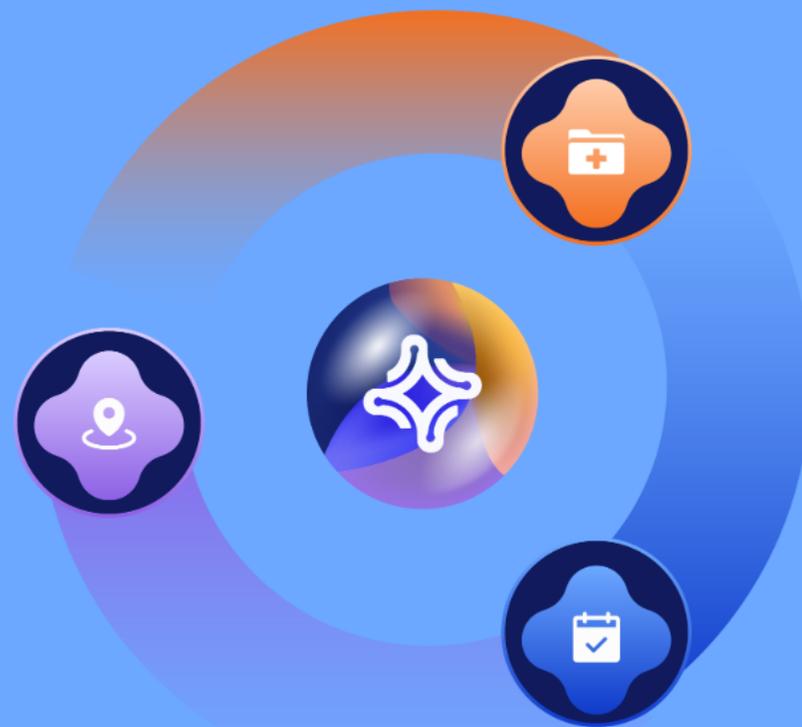
Meet the AI agents bringing intelligent automation to home-based care

## Speakers

**Aaqib Shehzad** Senior Product Manager, AlayaCare

**Alexander Skinner** Senior Customer Insights & Strategy Manager, AlayaCare

**Isaac Alexander** Chief Product & Software Architect, AlayaCare





ALAYACARE

# About AlayaCare

You found your why. We're tackling the how.





# Speakers



**Aaqib Shehzad**

Senior Product  
Manager



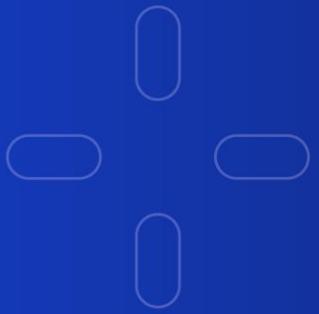
**Alexander Skinner**

Senior Customer  
Insights & Strategy  
Manager



**Isaac Alexander**

Chief Product &  
Software Architect



# Agenda

**The current state of AI in home-based care**

**The next AI evolution: Agentic AI**

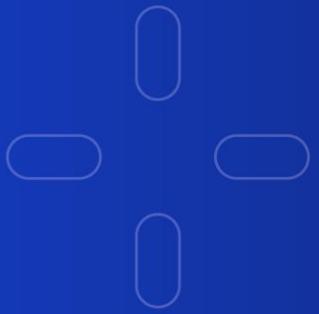
**Introducing AlayaFlow: Meet the AI agents**

**A glimpse into what's next for AlayaCare AI**

**Q&A with the AlayaCare team**



As your business grows, manual workflows and constant escalations are stretching your teams thin. Complex, error-prone processes slow operations and distract from delivering quality care.



# Turning pressure into progress



**Rising  
complexity and  
demand**



**Significant  
workforce strain  
and shortages**



**From manual  
work to  
meaningful work**



**AI isn't replacing  
people – it's  
restoring time  
for care**



# Poll Question



**Where is your organization in exploring or adopting AI tools?**

- No current plans
- Not yet started but are interested in exploring AI
- Still in research, planning or early pilot phases
- Fully implemented AI tools

# AI in Home-Based Care: Industry Trends Report

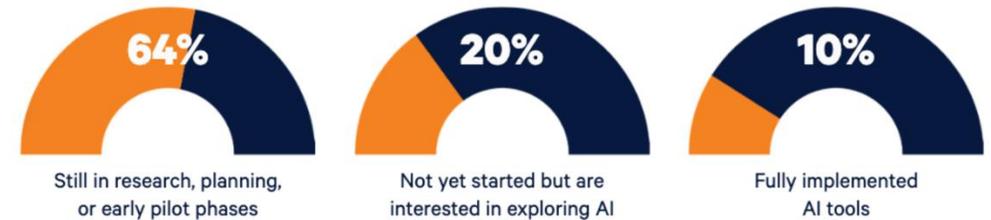
✓ Insights from 100+ home-based care leaders





## Where is your organization in exploring or adopting AI tools?

- No current plans
- Not yet started but are interested in exploring AI
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# Poll Question

**Which areas of your organization would benefit most from AI?**

- Smart scheduling and visit matching
- Documentation assistance
- Visit verification
- Billing workflows
- Intake automation



# AI in Home-Based Care: Industry Trends Report

✔ Insights from 100+ home-based care leaders



**The AI use cases that matter most**  
 When asked which workflows would provide the most value if automated using AI agents, top responses from the survey included 👉





# Poll Question

**On a scale of 1-5, how familiar are you with agentic AI and its potential in home-based care?**

- 1 – Not at all familiar
- 2 – Not familiar
- 3 – Somewhat familiar
- 4 – Familiar
- 5 – Very familiar



# The next evolution

AI agents powered by AlayaFlow



## **Agentic system: Differentiate and transform**

*Autonomous agents elevate business and clinical outcomes while empowering people to focus on the human connections*

## **AI-powered system: Excel while navigating change**

*Unlock efficiency & clinical outcomes with workflow automations, decision support, and predictive insights*

## **Modern system of record: Run securely and more efficiently**

*Extensible platform, open APIs, modern BI, operational efficiency, scalability, security, improving caregiver experience*

## **Legacy EMRs: Maintain/stabilize operations**

*Fragmented records, disparate reporting, security & scalability risks, limited integrations, performance workarounds*

# The AlayaCare AI Ecosystem

Building intelligent tools for scalable, compliant, and human-centered care delivery

Embedded Intelligence 



→

Client Risk, Notable, Optimizer

Assistants 



→

Layla, Q&A bots, Siri/Alexa

Co-Pilots 



→

Client Summary Button, Form Dictation

Agentic Process Automation 



→

AlayaFlow with human-in-the-loop escalations

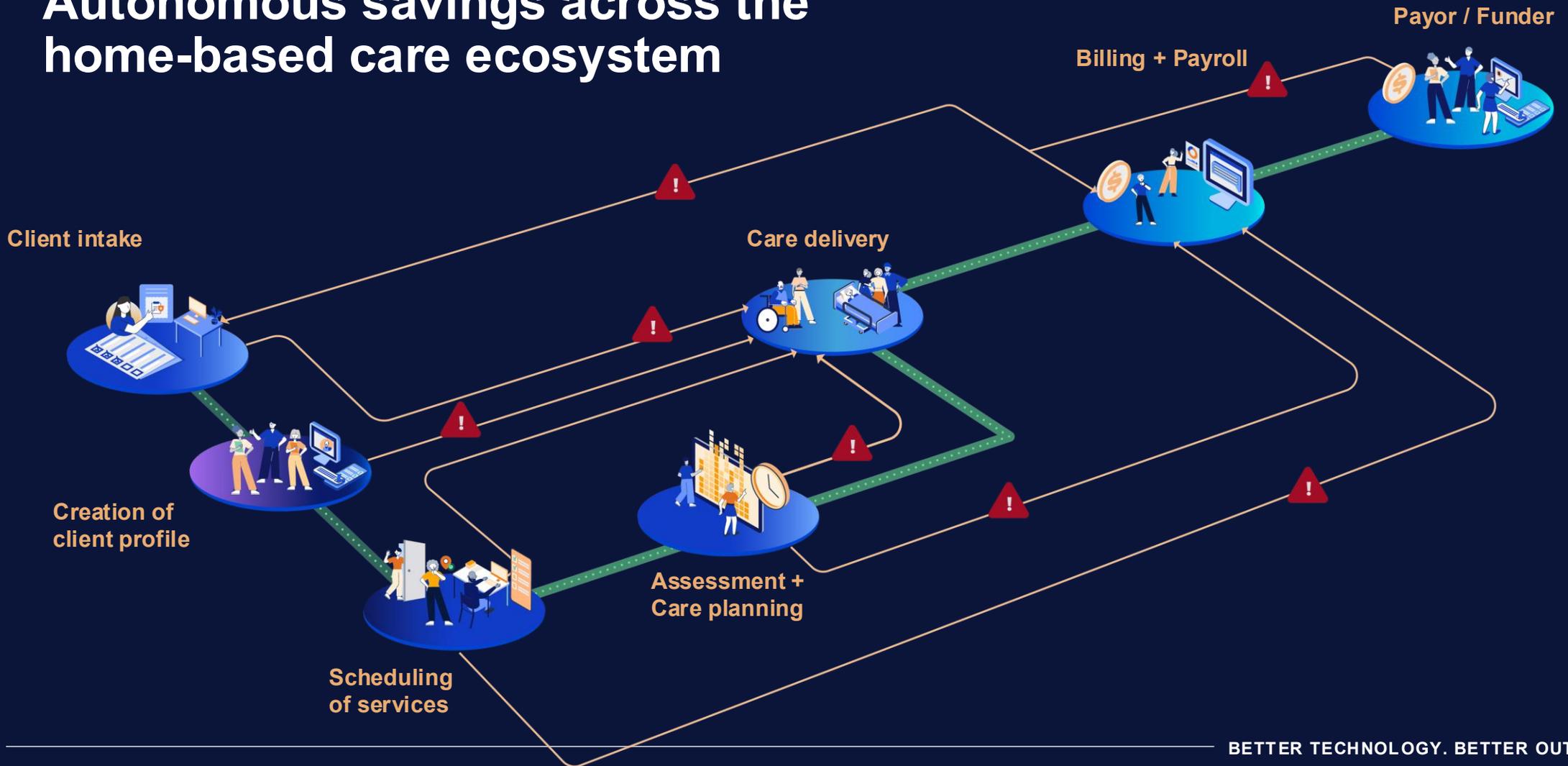
Embedded intelligence, assistants, and co-pilots are reactive solutions

Agents are proactive

# All of these functions present opportunities for AI-driven automation



# Autonomous savings across the home-based care ecosystem



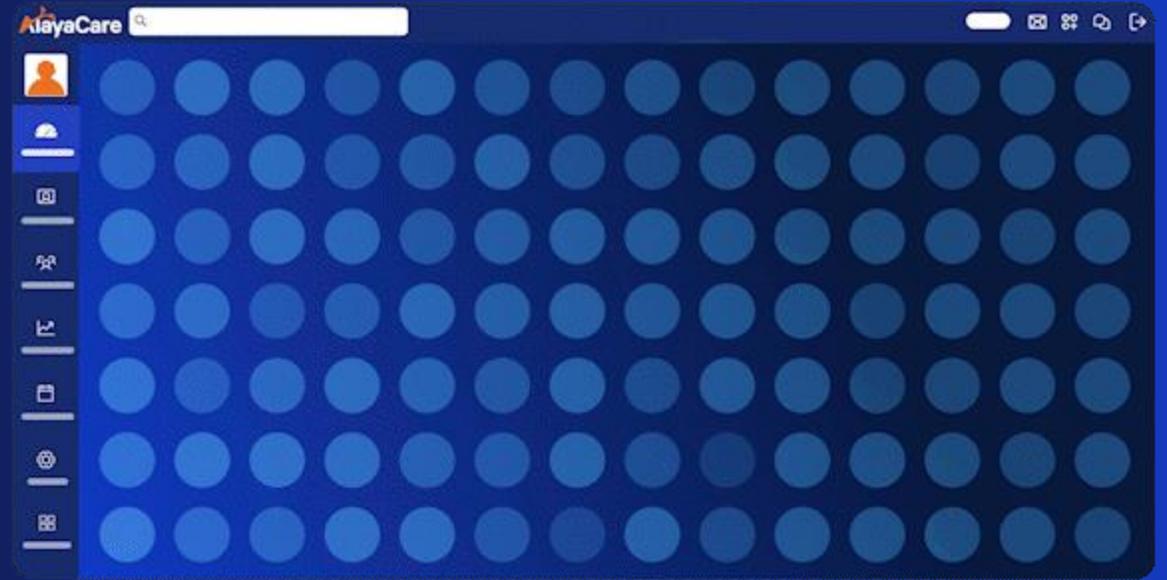




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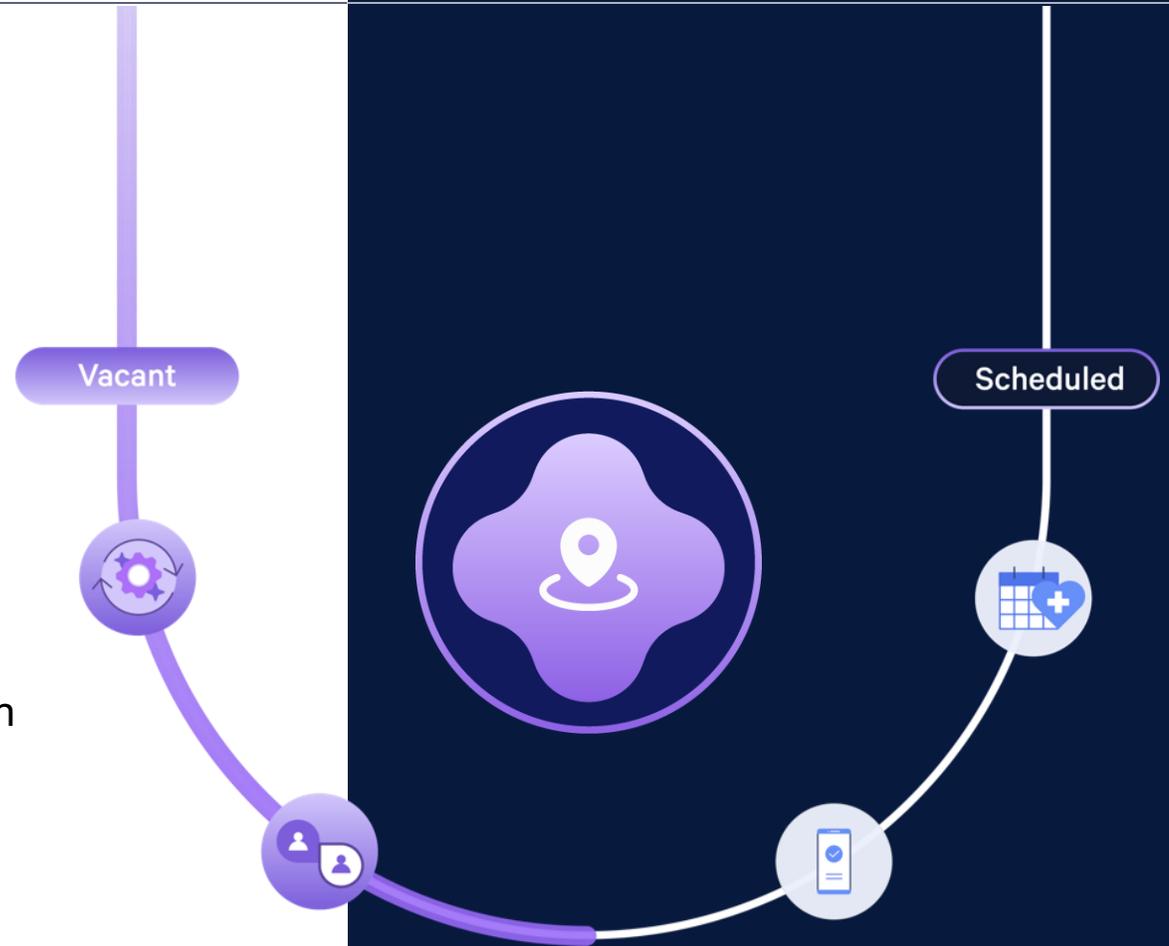
## Meet the AI Agents

- ✓ Vacant Visit Scheduling Agent
- ✓ Visit Verification Agent
- ✓ Recommended Care Plan Agent

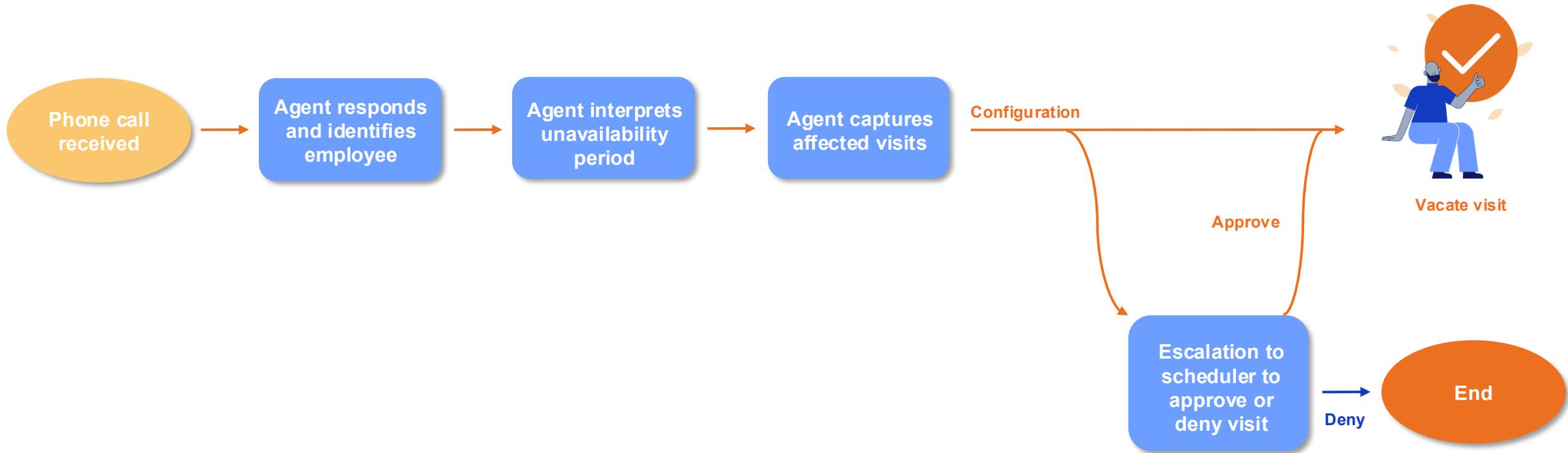


# Vacant Visit Scheduling Agent

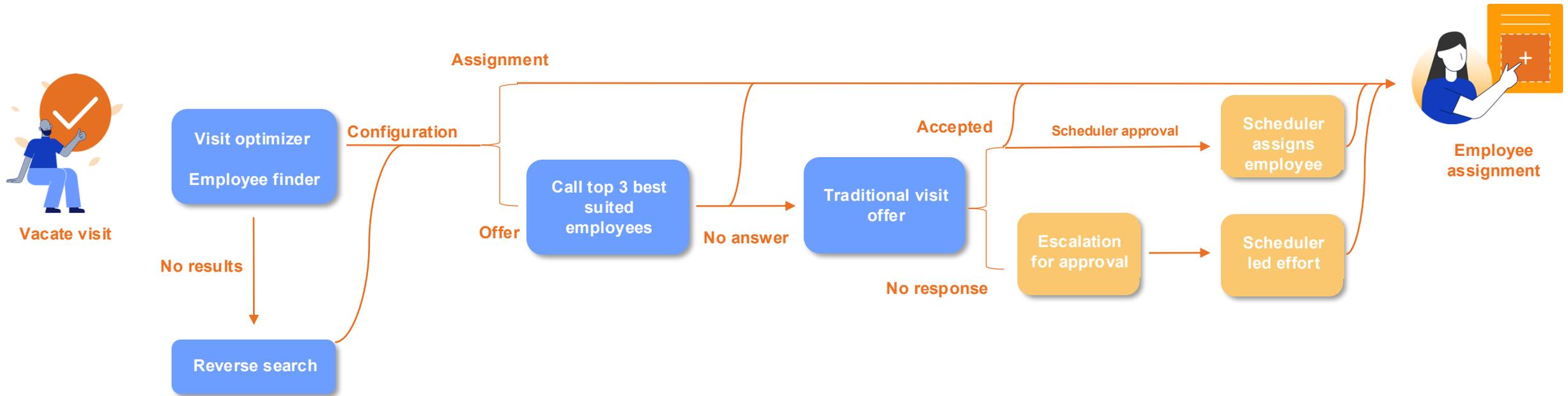
- ✓ Instantly capture employee absence
- ✓ Finds and contacts top replacement candidates
- ✓ Assigns visits and informs clients
- ✓ Escalates unresolved cases with full context
- ✓ 70%+ disruptions resolved without human intervention
- ✓ Faster scheduling, reduced admin burden
- ✓ Improved caregiver-client continuity



# Vacant Visit Scheduling Agent

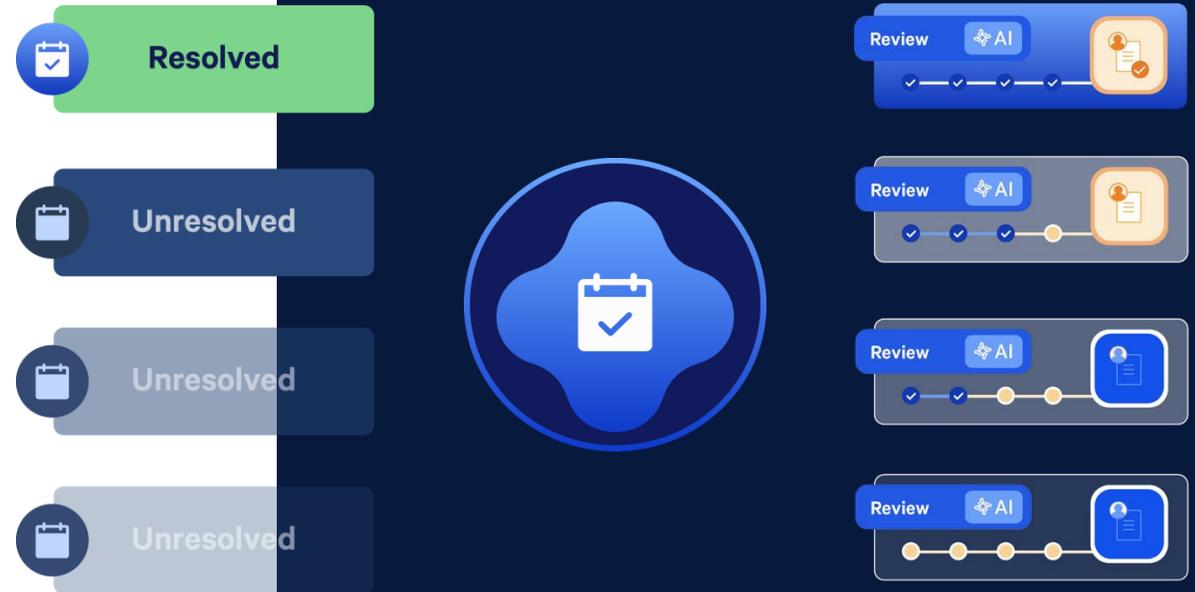


# Vacant Visit Scheduling Agent

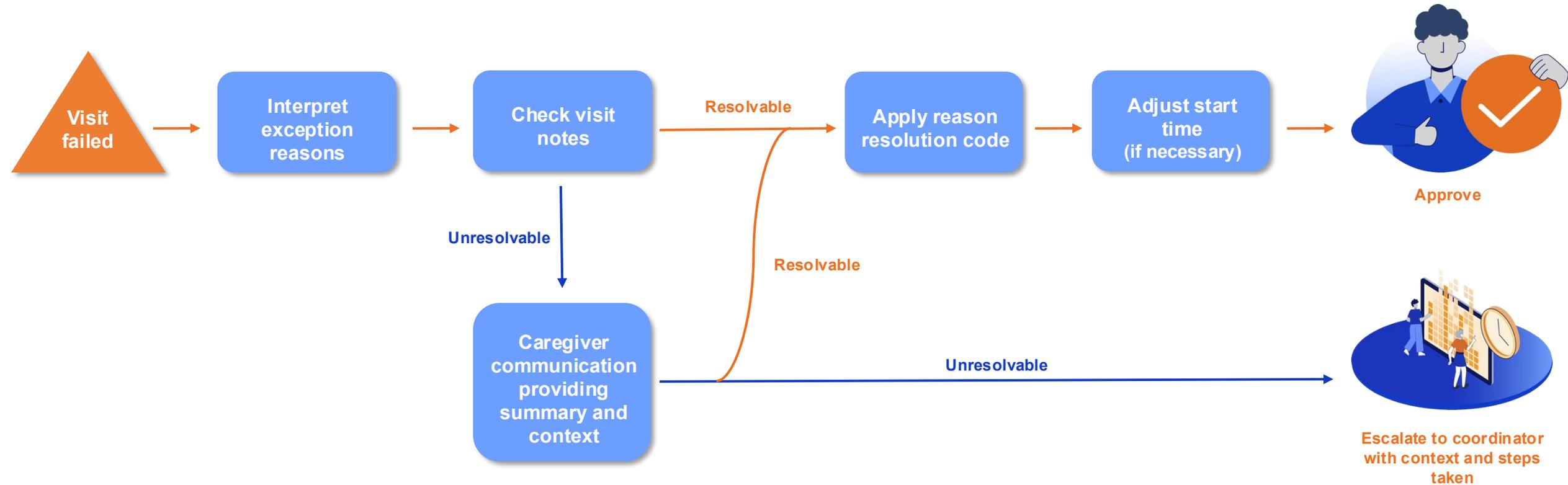


# Visit Verification Agent

- ✓ Automate and triage issues related to visit verification to avoid billing and payroll disruptions
- ✓ Collaborates with front line staff if necessary
- ✓ Applies resolution codes and time fixes
- ✓ Escalates unresolved cases with full context
- ✓ 80%+ VV failures resolved autonomously
- ✓ Reduced compliance risk and admin burden

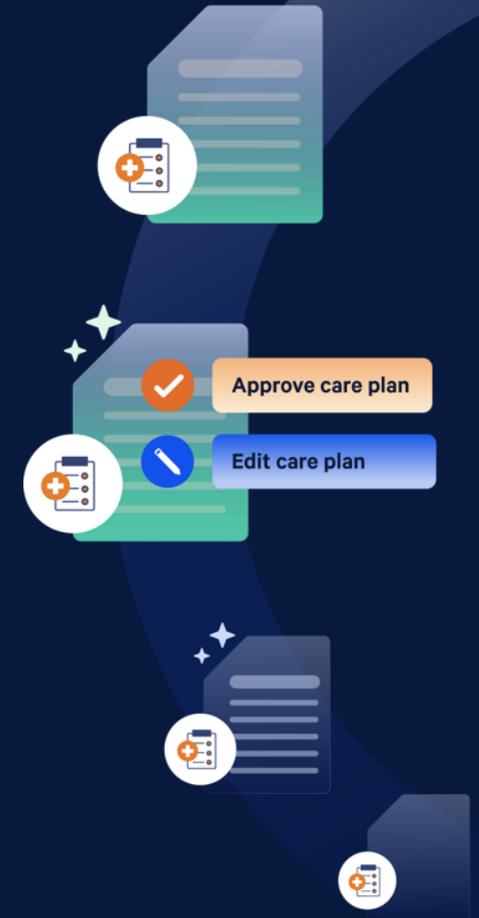


# Visit Verification Agent

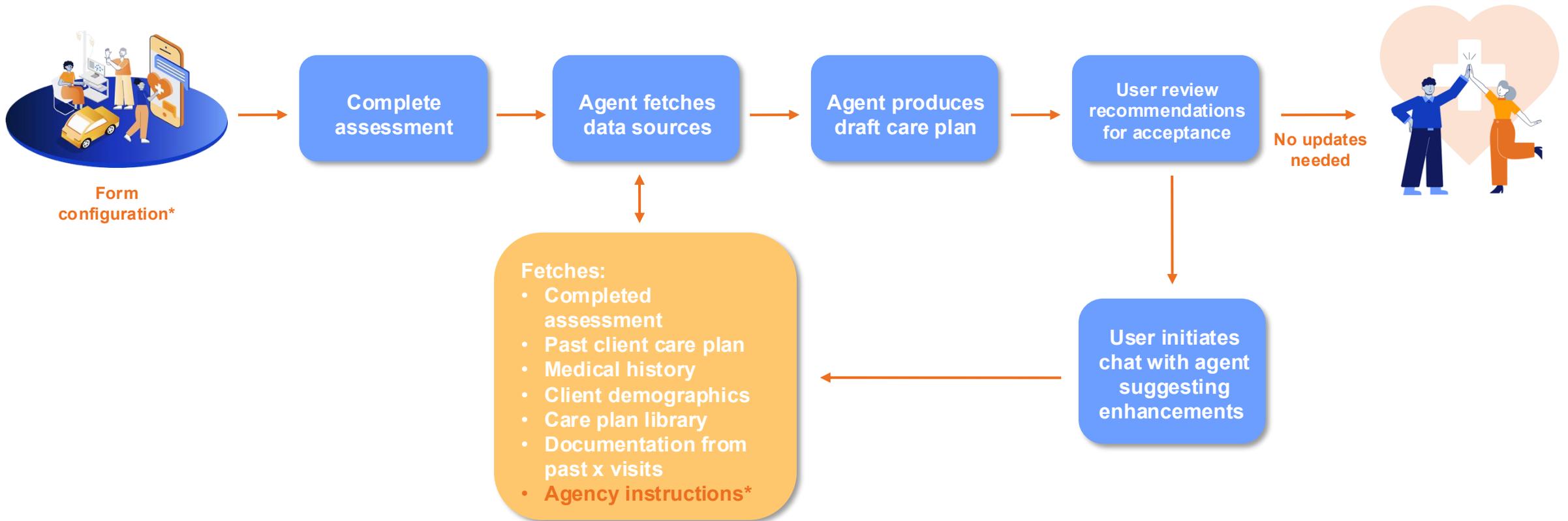


# Recommended Care Plan Agent

- ✓ As soon as an assessment is done, the Care Plan Agent acts
- ✓ Interprets assessments, diagnoses and medical history
- ✓ Quickly generates recommended goals, interventions and care plans
- ✓ Front line staff focus on providing care and not admin work
- ✓ Helps standardized care planning across teams



# Recommended Care Plan Agent



# Key Agent Features

Building intelligent tools for scalable, compliant, and human-centered care delivery

Agents need to *earn* the trust of our clients

Change management is core strategy, not an after thought

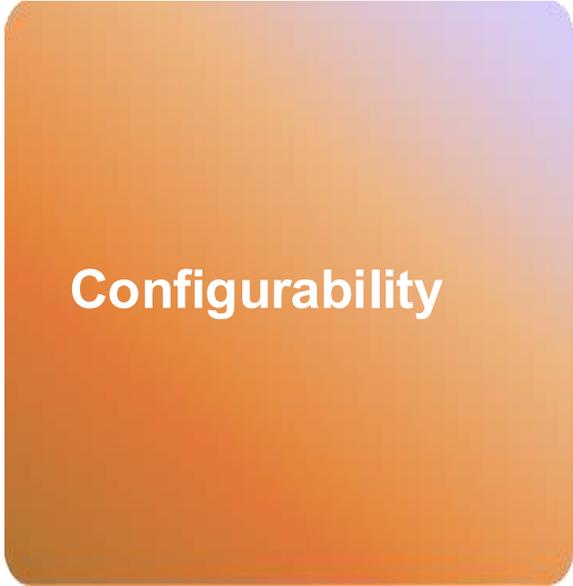
Value must be clear and measurable

# Key Agent Features

Building intelligent tools for scalable, compliant, and human-centered care delivery

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Escalations

A rounded square box with a vertical gradient from light orange at the top to dark orange at the bottom. The word "Configurability" is centered in white text.

Configurability

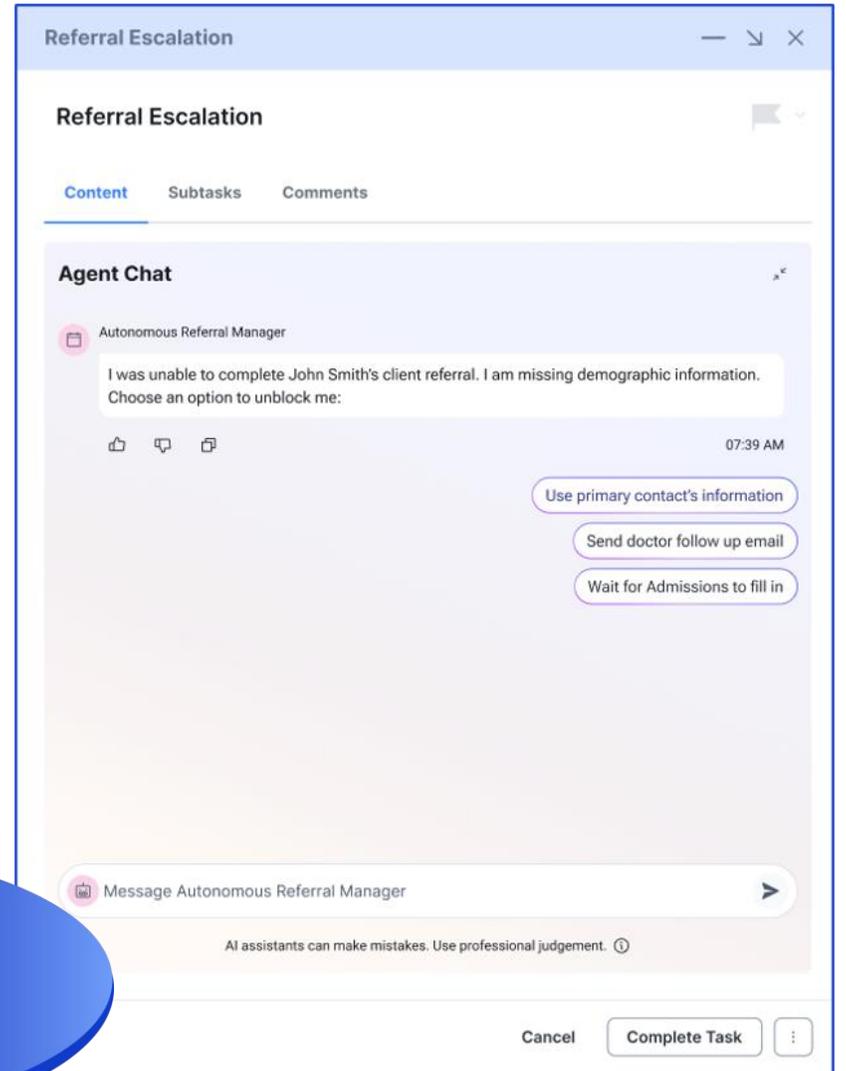
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Insights

# Escalations

## Human-in-the-loop

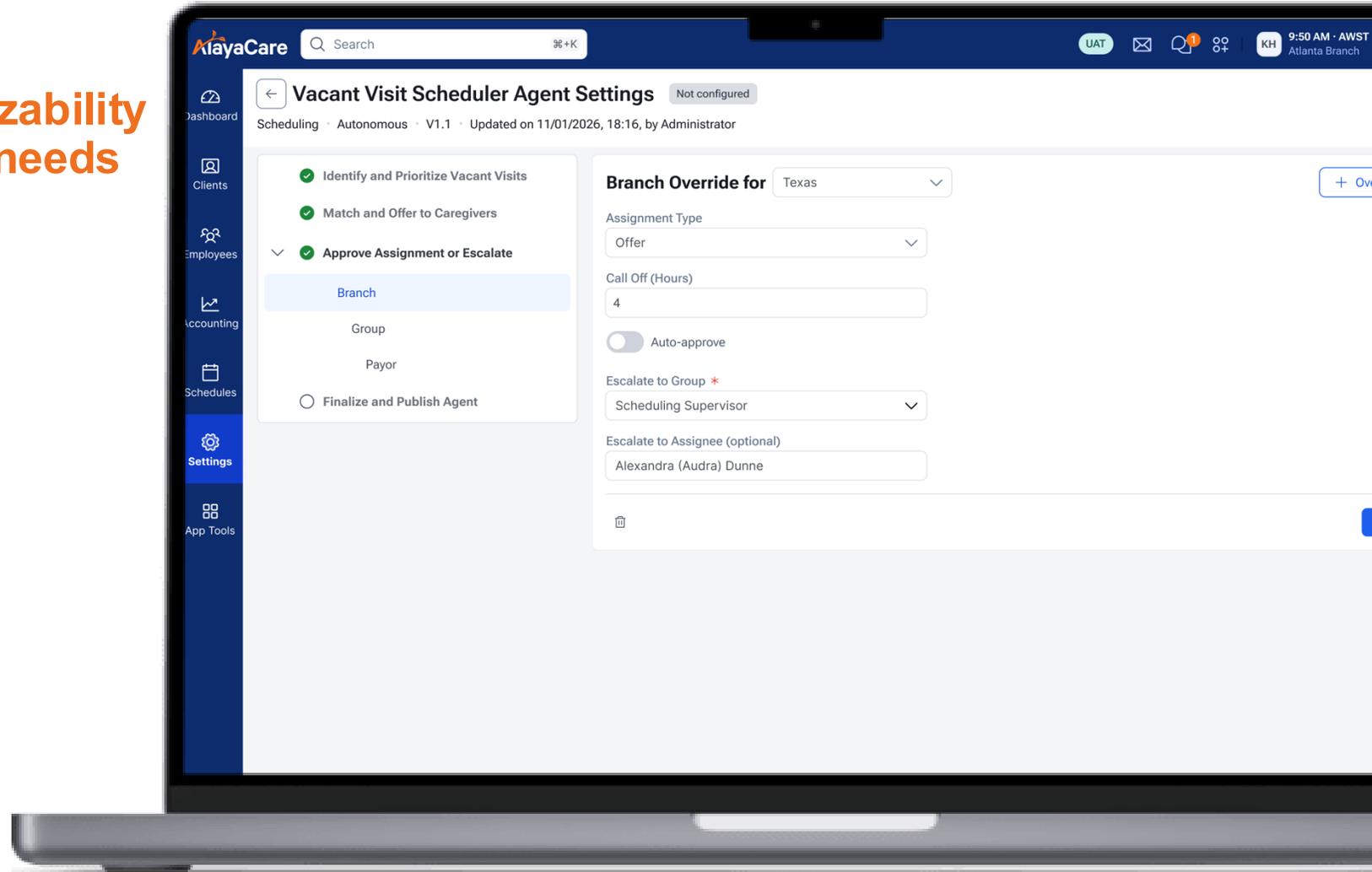
- ✓ Builds trust in automation
- ✓ Streamlines approval workflows
- ✓ Balances automation speed with human accuracy
- ✓ Lets you scale safely



# Configurability

AlayaCare-supported customizability based on your organization's needs

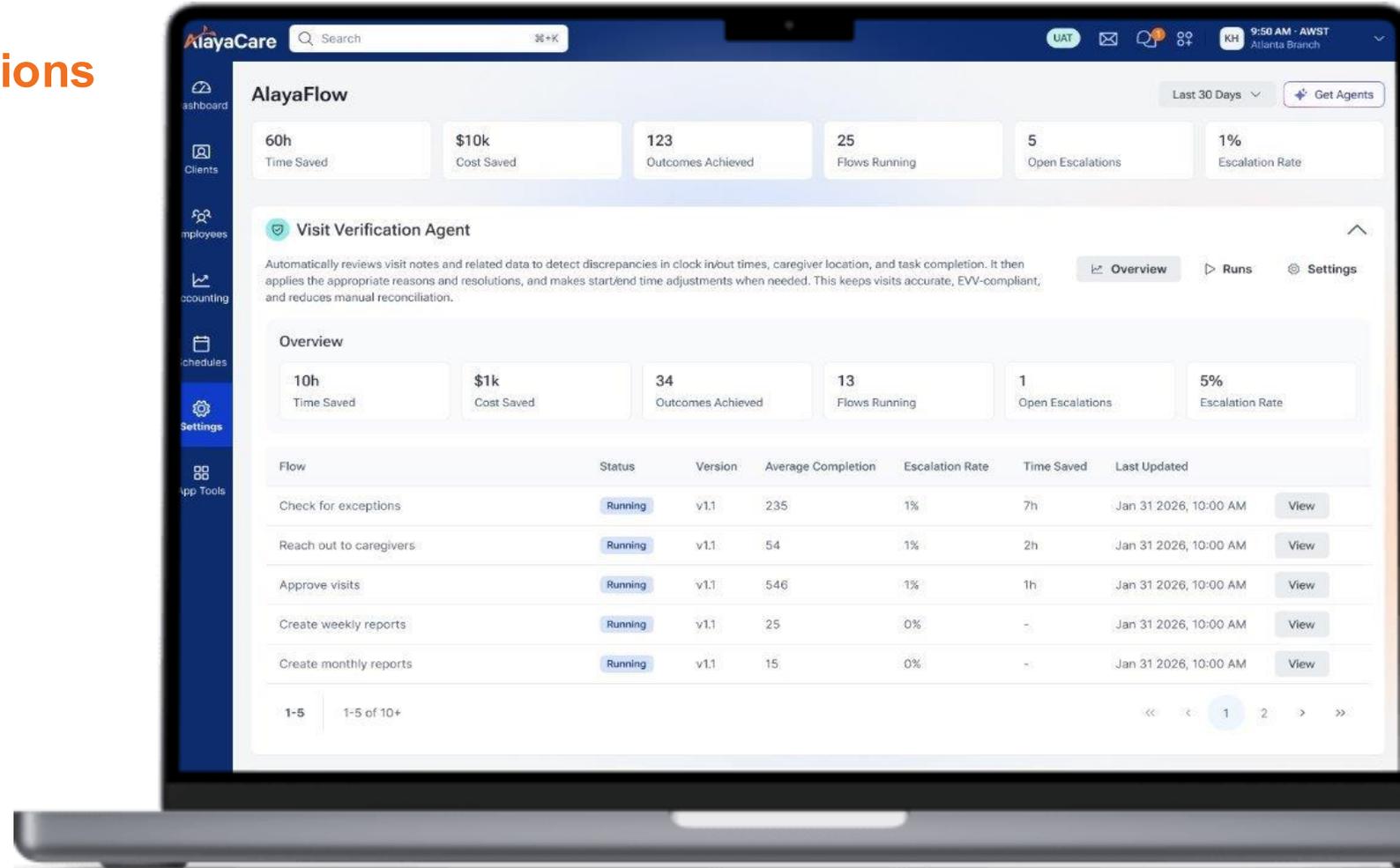
- ✓ Custom-fit automation
- ✓ Scalable configurations
- ✓ Minimized disruption



# Insights

Have visibility into agent operations

- ✓ Real-time visibility
- ✓ Instant ROI tracking
- ✓ Clear attribution of outcomes
- ✓ Reduced operational blind spots



# How we could think about re-organizing our companies for the agentic era

Allow your team to focus on care.

Smarter scale. Smarter savings.

Intelligence built-in.





# Let's explore your AI roadmap

Schedule a **strategy call** to discuss where to start with agentic AI

- ✓ **Assess your current workflows for improvement**
  - Identify where AI agents can optimize your existing workflows
- ✓ **Prioritize ROI for your business**
  - Discuss which agent can deliver measurable ROI in 3-6 months
- ✓ **Build your readiness roadmap**
  - Evaluate your data maturity, staff AI literacy, and change management needs
  - Start small, scale fast, and show early wins
- ✓ **Let us help you build your business case**
  - Get guidance on potential AI spend for your upcoming 2026 budget
  - Review outcomes-based pricing model that align with investment results



# Q&A

**Please use the Q&A button on your screen  
to submit questions**



# Ready to learn more?

Visit our resource hub:

**AI in home-based care:**  
[Resource hub](#)

- ✓ E-guides, webinars, blogs, videos, and more

Explore the 2025 AI report:

**AI in home-based care:**  
[Industry trends report](#)

- ✓ Insights from 100+ home-based care leaders



WEBINAR

Wednesday, November 19, 2025 | 12 PM ET

**The state of home-based care**  
Key insights every provider  
should know

Register Now





**Thank you!**

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