



WEBINAR

Tuesday, March 24, 2026 | 12 pm ET

Live Platform Tour: Vacant Visit Scheduling Agent

Speakers

Aaqib Shehzad Staff Product Manager, AlayaCare

Alexander Skinner Director, AI & Strategic Programs, AlayaCare



Housekeeping

Welcome! We're so glad you could join us.

Today's webinar will be approximately 30 minutes including Q&A.

- ✓ All attendees will be muted and have their cameras off
- ✓ Questions can be submitted via the "Q&A" button on your screen
- ✓ If we don't have time to answer all questions a member of our team will follow-up via email
- ✓ The webinar recording will be emailed to you by March 27

Agenda

About AlayaCare

Introducing AlayaFlow: Meet the AI agents

Demo: Vacant Visit Scheduling Agent

What does adoption look like for you?

Q&A with the AlayaCare team



Speakers



Aaqib Shehzad

Staff Product
Manager



Alexander Skinner

Director, AI
and Strategic
Programs





ALAYACARE

About AlayaCare

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



THE OPPORTUNITY

Greater than 50% of agency back-office costs are in functions where automation could reduce costs, and move teams away from the manual, and closer to care.

Transform how your business operates.

Unlock team superpowers.

Amplify what every team can do with agents tailored to automating, simplifying and streamlining time consuming, manual and error-prone tasks.

24 hours a day. 7 days a week.

Deliver care and better outcomes with agents that can operate late nights, weekends and holidays with the verifying data and handling tasks like phone calls.

Shift teams to greater impact.

With administrative burdens reduced and unnecessary escalations eliminated, you can move your teams to focus on clients, connection and care.

Agents that amplify every team.



Intake

In development...



Referral

In development...



Engagement

In development...



Scheduling

Vacant Visit

More coming soon...



Clinical

Recommended
Care Plan

More coming soon...



Billing

Visit Verification

More coming soon...

AlayaFlow Agents

Vacant Visit Scheduling Agent

Resolves call-offs and fills vacant visits

- Finds replacements, sends offers, escalates if needed
- 70%+ disruptions resolved without manual effort

Recommended Care Plan Agent

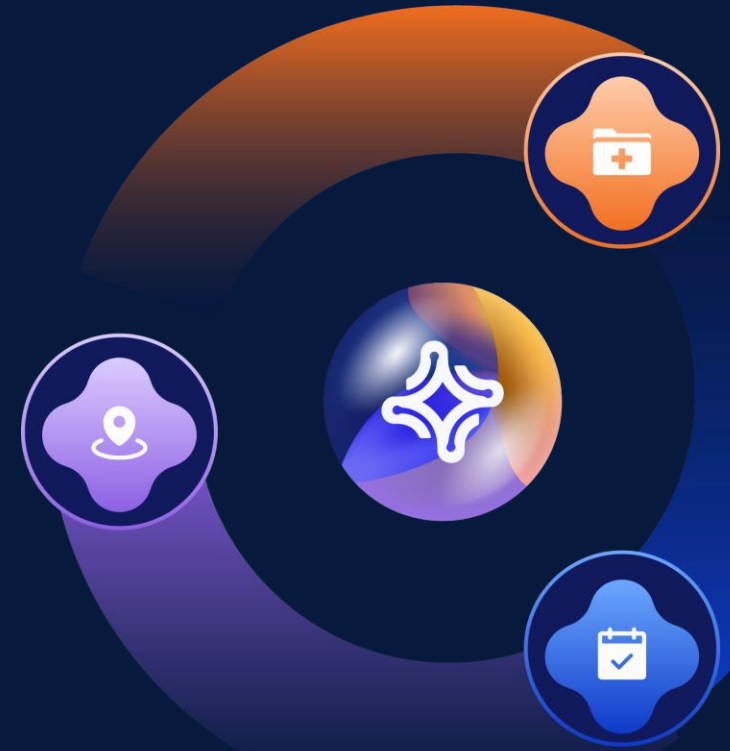
Embedded workflow for care plan generation

- Suggests diagnosis, goals, interventions from assessments
- 50%+ reduction in clinician documentation time

Visit Verification Agent

Automates failed VV triage and resolution

- Analyzes visit data, interacts with caregivers
- 80%+ EVV failures resolved, faster billing, & compliance



Outcome Based Pricing



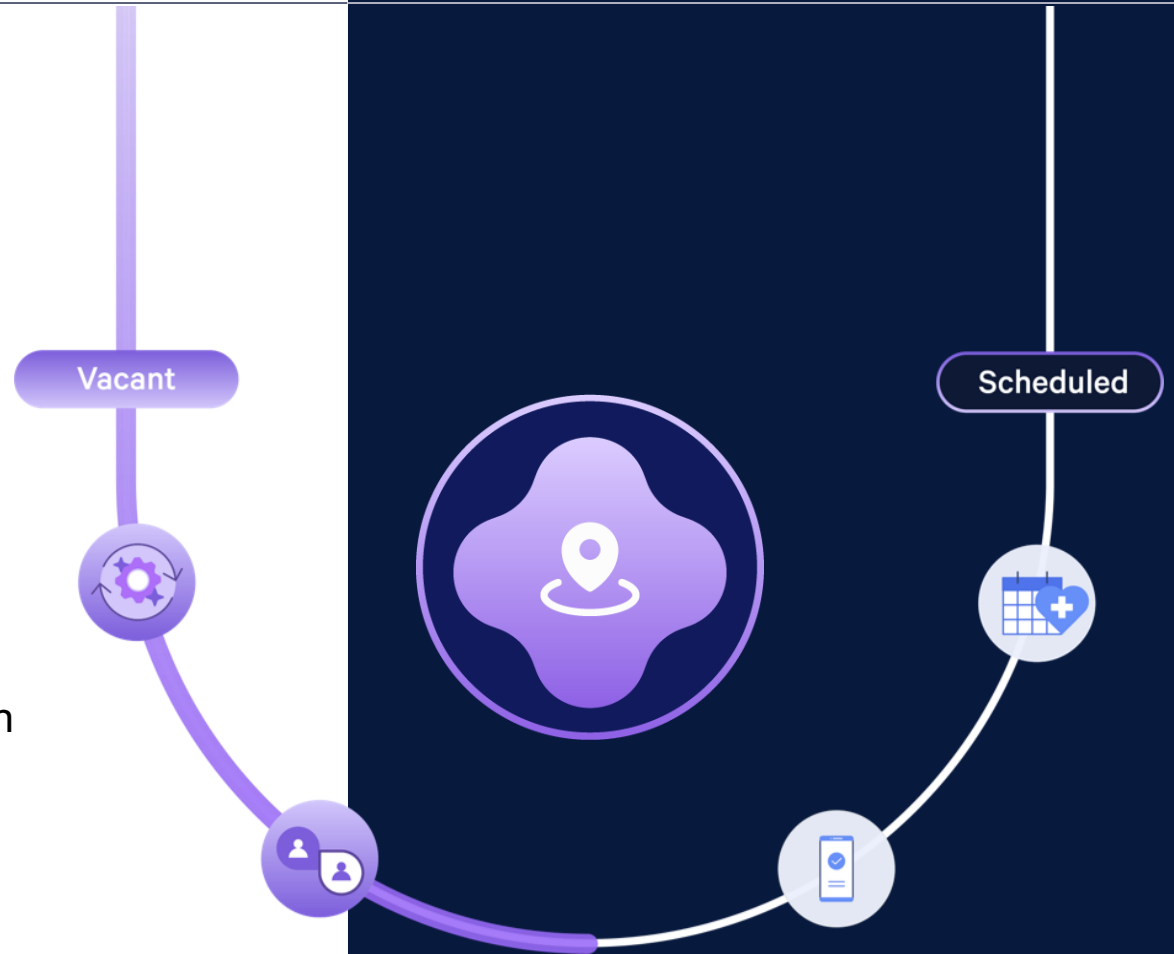
Meet the AI Agents

- ✓ Today: 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







What does adoption look like for your organization?

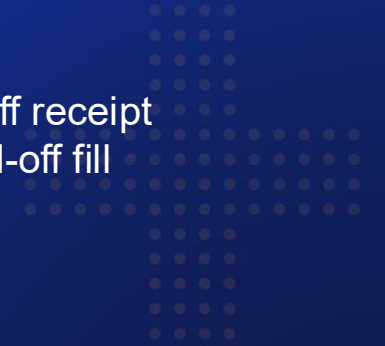


ALAYACARE

Scope &
Impact



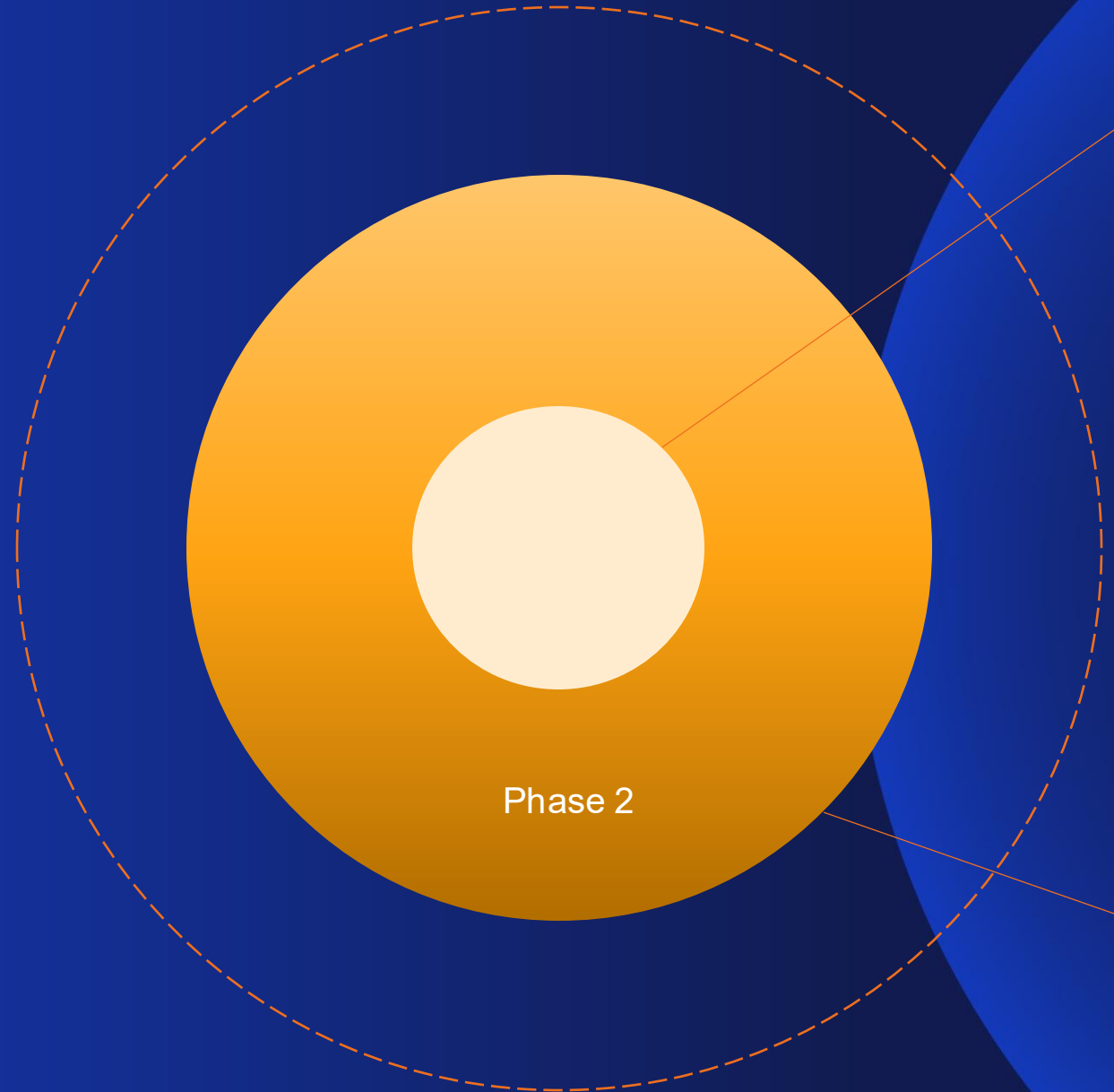
1a Call-off receipt
1b Call-off fill





ALAYACARE

Scope &
Impact



Phase 2

1a Call-off receipt
1b Call-off fill

After hours and
urgent fills



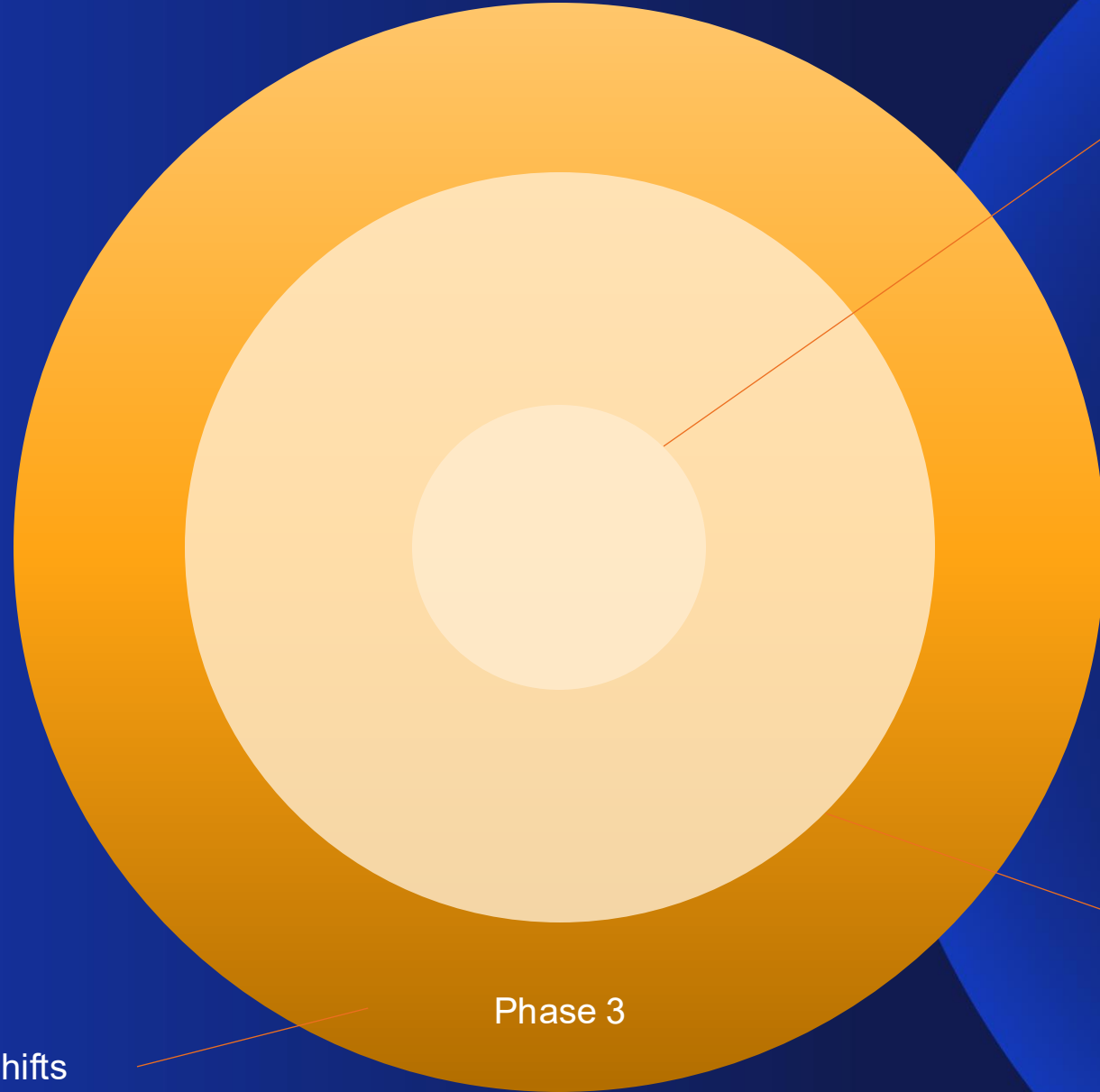


ALAYACARE

Scope & Impact



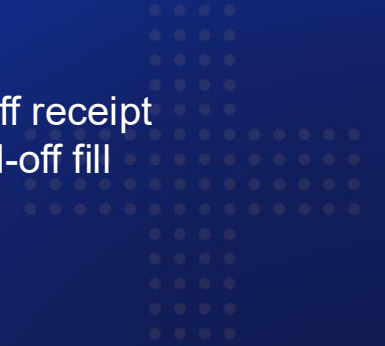
Complex Shifts



Phase 3

1a Call-off receipt
1b Call-off fill

After hours and
urgent fills





Lessons learned from providers with successful AI rollout-outs



Invest in people: AI champion, intentional, structured and frequent training.



Make experimentation safe: mock runs, quantifiable results are key to success



Data strategy is key: knowing your data, data hygiene, visibility

LEARNING ALAYACARE: 1.4 - HOW TO USE LAYLA AI



#1 LOG IN

- Open the AlayaCare app and log in with your email and password.
- If you are asked for the server name, type in the following: careadvantage.alayacare.com



#2 OPEN MESSAGES

- Once you're logged in, hit the icon of the three horizontal lines in the top-left to open the sidebar.
- Then, select **Messages** from the sidebar.



#3 START A CONVERSATION

- Find the sprout icon in the top-right of the screen and tap on it.
- This will open a chat with Layla, just like messaging with a client or care coordinator.

Poll Question



Would you like to schedule a personalized demo to learn more about AlayaFlow?

- Yes, please contact me
- Not at this time



Join us for our upcoming sessions!

Live Platform Tours

- ✓ **March 25:** Recommended Care Plan Agent
- ✓ **March 26:** Visit Verification Agent

March 31 webinar: Scaling smarter with intelligent workflows

Join us for a conversation with Avid Health at Home CTO, Rob Snyder, as we unpack how a technology-first strategy is helping Avid navigate this landscape.

WEBINAR

AlayaCare **AVID**
HEALTH AT HOME

Scaling smarter

Intelligent workflows that power home-based care growth

Tuesday, March 31, 2026 | 2 pm ET

Rob Snyder
Chief Technology Officer
Avid Health at Home

Tim Van Meer
VP, Customer Growth
AlayaCare

[Register Now](#)



Q&A

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



Thank you!

www.alayacare.com