



WEBINAR

Thursday, March 26, 2026 | 12 pm ET

# Live Platform Tour: Visit Verification 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 this Friday

# Agenda

**About AlayaCare**

**Introducing AlayaFlow: Meet the AI agents**

**Demo: Visit Verification Agent**

**What does adoption look like for you?**

**Q&A with the AlayaCare team**



# Speakers



**Aaqib Shehzad**

Staff Product  
Manager



**Alexander Skinner**

Director, AI &  
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

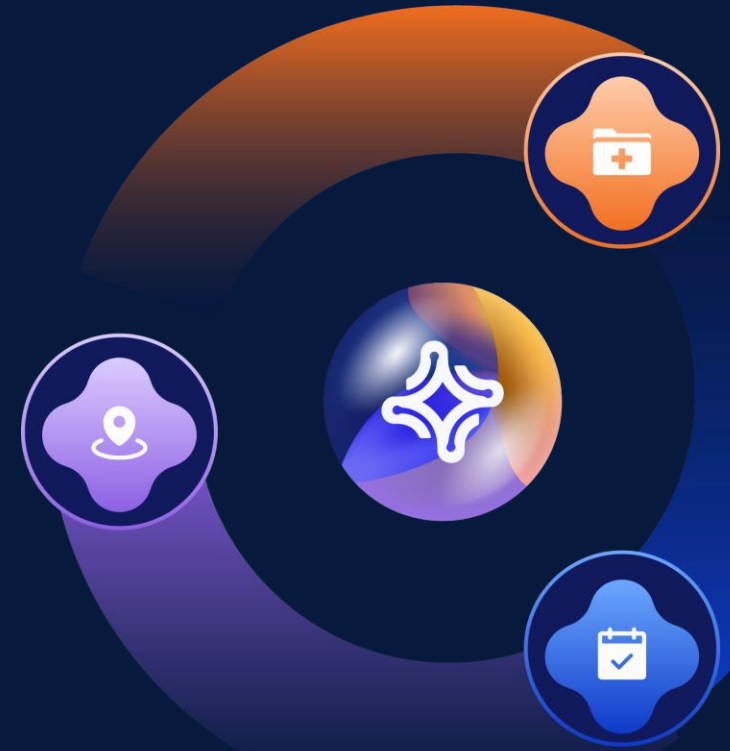
### Embedded workflow for care plan generation

- 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

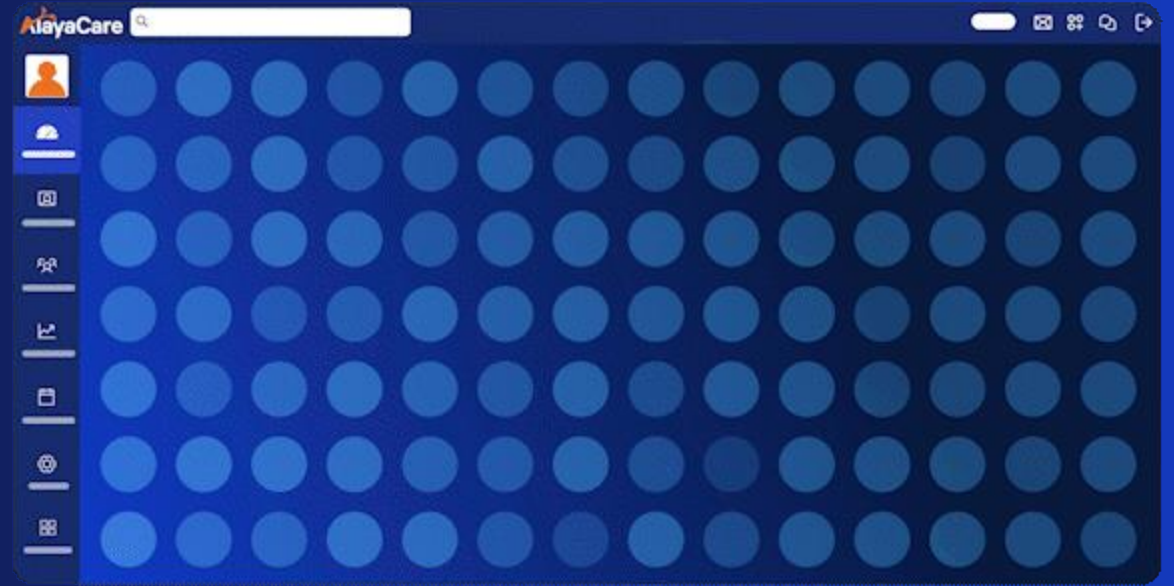


Outcome Based Pricing



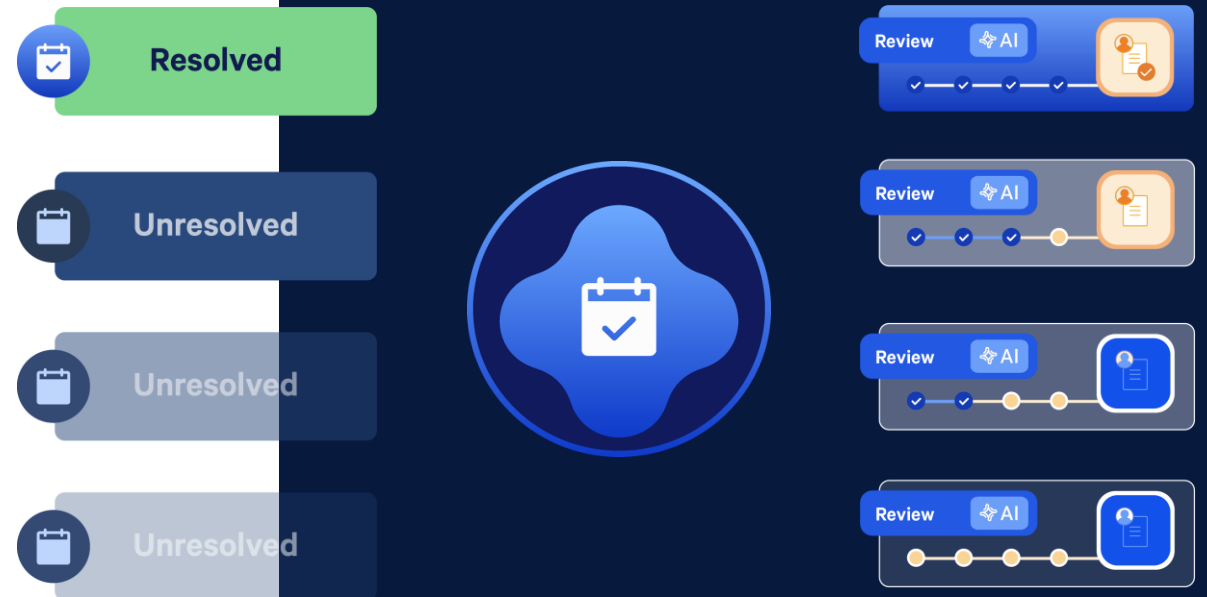
## Meet the AI Agents

- ✓ Vacant Visit Scheduling Agent
- ✓ Recommended Care Plan Agent
- ✓ **Today: Visit Verification 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





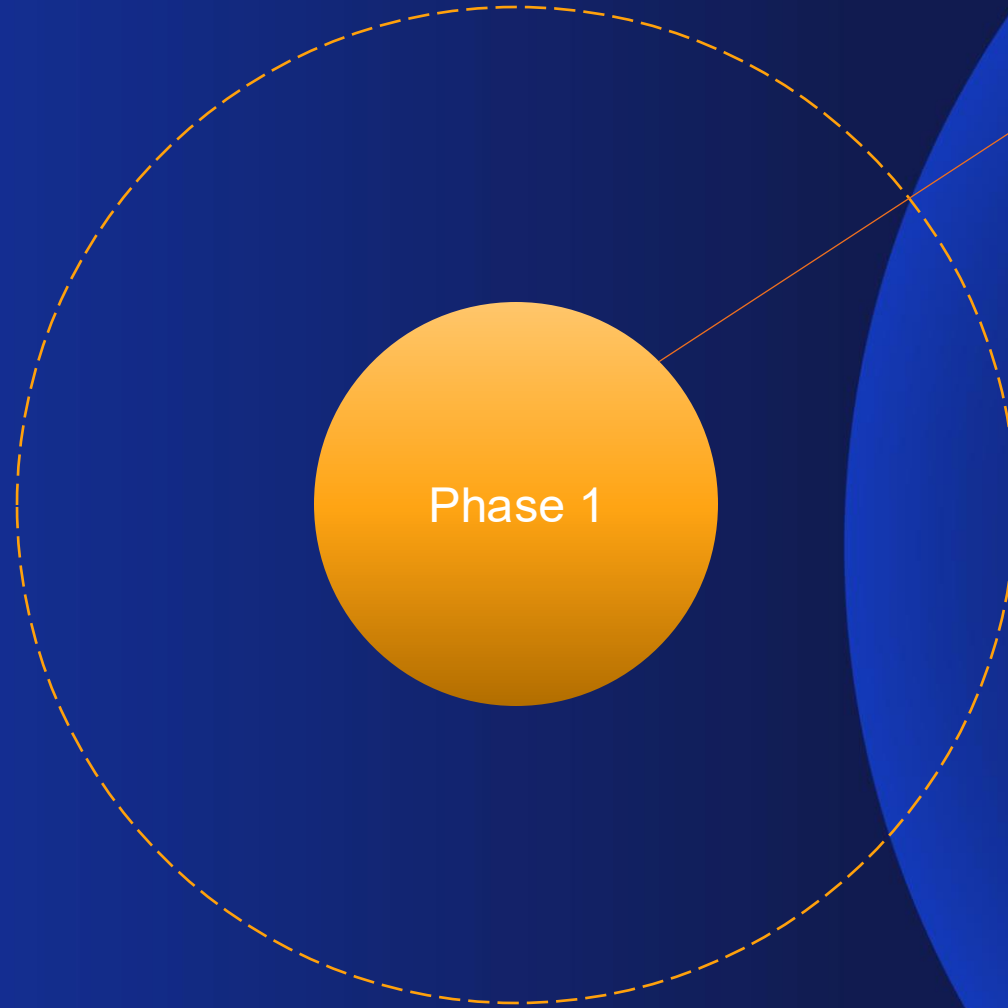


# What does adoption look like for your organization?

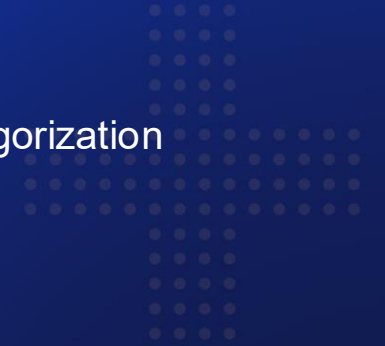


ALAYACARE

Scope &  
Impact



Visit categorization





ALAYACARE

Scope & Impact



Phase 2

Visit categorization

Caregiver escalations



# Lessons learned from providers with successful AI rollout-outs



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

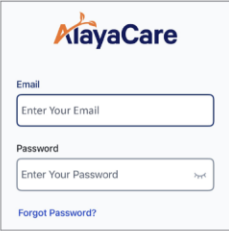


Make experimentation safe: mock runs, quantifiable results are key to success



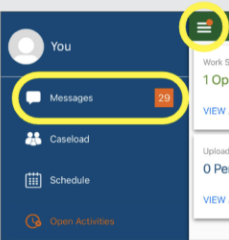
Data strategy is key: knowing your data, data hygiene, visibility

### 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 session!

March 31:

## 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.

A promotional graphic for a webinar. The background is dark blue with a network of white lines and dots. At the top left, there is an orange square with a white 'A' logo and the word 'WEBINAR' in white. To the right are the AlayaCare and AVID Health at Home logos. The main title 'Scaling smarter' is in large white font, followed by the subtitle 'Intelligent workflows that power home-based care growth'. Below this is the date and time: 'Tuesday, March 31, 2026 | 2 pm ET'. At the bottom left is a white 'Register Now' button. On the right side, there are two circular headshots of speakers. The top one is Rob Snyder, Chief Technology Officer at Avid Health at Home. The bottom one is Tim Van Meer, VP, Customer Growth at AlayaCare. There are also two solid blue circles on the right side of the graphic.

WEBINAR

AlayaCare AVID HEALTH AT HOME

### Scaling smarter

Intelligent workflows that power home-based care growth

Tuesday, March 31, 2026 | 2 pm ET

[Register Now](#)

**Rob Snyder**  
Chief Technology Officer  
Avid Health at Home

**Tim Van Meer**  
VP, Customer Growth  
AlayaCare



# Q&A

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



**Thank you!**

[www.alayacare.com](http://www.alayacare.com)