



Stations on the *Interactive AI Adventure Tour* **220 East 42nd Street** **June 10, 2026**

Station 1: Transforming Intake to Respond to Referral Sources in Minutes Instead of Hours VNS Health Home Care Intake teams process more than 10,000 referrals each month, but the traditional workflow relies heavily on manual review, repetitive data entry, and fragmented systems, slowing down response times and delaying admissions. See how VNS Health is using the 'Foundry' platform to redesign intake workflows using AI-enabled automation to accelerate referral review, improve decision-making speed, and reduce administrative burden while helping us respond to referral sources in minutes instead of hours. At this station, leaders will experience a side-by-side comparison of the "old way" versus the new AI-enabled workflow in real time, including a live demonstration of automated referral processing and rapid case acceptance. Participants will also get hands-on with a real referral packet, testing their own ability to identify issues before watching the new automated platform analyze the same referral in seconds. Come see how AI and automation can transform operational workflows, improve speed and scalability, and create a competitive advantage across healthcare operations.

Station 2: Rewards and Engagement Drives Caregiver Retention (Personal Care & Caribou) Caregivers are the heart of home care — but finding the right shifts and feeling truly recognized is often generic and disconnected. See how VNS Health Personal Care is using AI to change that: a rewards and engagement engine that surfaces the right goal and right nudge for each caregiver to drive compliance, hours, and retention — plus AI-powered shift booking that learns preferences and calls and texts caregivers to fill open shifts in real time. Don't miss our hands-on demo of both, and see what personalized, AI-driven caregiver engagement actually feels like.

Station 3: Contact Center Agent Assist Delivering Information with Ease (with Balto) Contact center agents are juggling more than ever—high call volumes, multiple systems, detailed documentation, and the need to deliver clear, consistent communication on every call. In this session, you'll see how Balto's real-time AI guidance helps agents stay focused during live conversations while automatically generating call summaries to reduce manual work. Join us to discover how AI can fit seamlessly into existing workflows, reduce handle time, improve call quality, and support stronger collaboration, helping every customer interaction become more efficient, accurate, and successful.

Station 4: Improve Care Delivery and Clinician Satisfaction (BH and Eleos) Behavioral health clinicians across a diverse network of programs face increasing administrative burden, complex cross-program requirements, and growing operational pressures that impact both care delivery and clinician experience. This immersive leadership innovation experience, featuring an AI-enabled ambient listening solution from Eleos, showcases how innovation can reduce documentation burden, improve efficiency, and support better outcomes for the communities we serve. Come explore how Eleos' evolving AI capabilities across behavioral health and other emerging areas could help reshape clinician workflows through structured clinical summaries, smarter session insights, and more scalable, patient-centered care delivery.

Station 5: Patient and Caregiver Communication Made Easy (with QliqSOFT) Today, VNS Health faces patient and caregiver communication gaps across Home Care, Hospice, Intake, and beyond: outreach can be fragmented, phone-heavy, difficult to scale, and inconsistent across patient touchpoints. QliqSOFT offers a HIPAA-compliant, two-way communication platform with secure texting, audio and video call capabilities, multilingual auto translation, VNS-branded messaging, customizable



automated surveys, and immediate feedback analysis in one clean experience. Join us for an interactive experience to see how QliqSOFT can help VNS Health enhance the patient communication experience, turn feedback into actionable follow-ups, and scale modern patient engagement across the enterprise.

Station 6: Standardize and Automate Workflows with 'Skills' in ChatGPT

Teams across VNS Health are already using ChatGPT to move faster — but the next leap isn't better prompts. It's reusable, multi-step workflows that any team can share. This demo introduces “Skills” in ChatGPT Enterprise: a powerful way to teach ChatGPT to follow a repeatable process and produce consistent, bespoke deliverables every time. Register now to see how Skills capture the checklists, templates, logic, and judgment behind your best work — and turn them into automations any team member can run. Your best processes shouldn't live in someone's head. Skills make them everyone's

Section 7: Step into the future of home-based care (with Nestmed Ambient AI for CHHA and Hospice) Choose our AI Station and you'll experience firsthand how ambient listening is transforming clinician workflows and patient interactions. Through VNS Health's partnership with Nestmed, AI is seamlessly capturing clinical conversations in real time—reducing documentation burden, surfacing key insights, and enabling clinicians to stay fully present with their patients. The result? More human, more efficient care—delivered right where it matters most. This isn't just a concept—it's live, in practice, and delivering impact today. Come see AI in action, explore how ambient intelligence can elevate both caregiver experience and patient outcomes, and discover what's possible when technology fades into the background and care takes center stage. Stop by and experience it for yourself.

Station 8: Redefining what's possible with Ambient Sensing and AI Predictive Analytics Step into an immersive showcase of how advanced, contactless monitoring using Radar is enabling earlier detection, continuous oversight, and smarter interventions in the home. Through Circadia's innovative technology, VNS Health is transforming the home into a proactive care environment—capturing vital signals passively and turning them into actionable insights for care teams. This is the next evolution of care delivery: always-on, data-driven, and centered around the patient's real-world environment. By combining Medical Care at Home with ambient sensing and AI-powered analytics, VNS Health is enhancing clinical visibility, improving outcomes, and helping patients stay safely where they want to be— at home. Come see how it works in practice. Experience Circadia's technology, explore the impact, and envision how this model can reshape care delivery at scale.

Station 9: Reimagining care outreach through conversational AI (with Hippocratic AI)

Today, VNS Health reaches tens of thousands of members every month with wellness check-ins, onboarding calls, health risk assessments, care gap screenings, and compliance outreach — work that depends on staff availability, is difficult to scale across business lines, and leaves gaps when call volume outpaces capacity. Hippocratic AI's voice agents are the safest AI agents, designed for clinical complexities, can handle these conversations end-to-end: verifying identity, walking members through clinical screenings, flagging symptoms and barriers in real time, and routing urgent issues to the right team — all in a natural, empathetic phone call. Stop by to experience a live AI call firsthand, ask the agent your questions, and see how VNS Health is already using AI to reach its members and clients.