CareSmartz360 Launches Care First AI to Help Home Care Agencies Automate Everyday Operations

AI-powered tools help home care agencies streamline scheduling, automate routine tasks, simplify documentation and gain greater visibility across operations.



CareSmartz360 Top Rated AI-Powered Home Care Software

PITTSFORD, NY, UNITED STATES, September 14, 2026 / EINPresswire.com/ -- CareSmartz360, an AI-powered home care management platform, announced the launch of Care First AI, a suite of purpose-built AI capabilities designed to help enterprise and multi-location home care agencies streamline scheduling, automate routine caregiver communication, simplify documentation, and gain greater visibility into care operations.

The platform now brings together AI Smart Scheduler, AI Care Insights, AI Assisted Notes, and AI Voice Bot to help home care agencies and caregivers reduce repetitive administrative work, surface operational information faster, and support better-informed decisions across everyday care operations.

“We wanted to build AI that makes the right decision easier to see without taking the decision away from the people responsible for care,” said Ruby Mehta, VP of Sales at CareSmartz360. “These capabilities help agencies move faster through some of their most time-consuming workflows while keeping people at the center of every decision.”

Care First AI Includes:

AI Smart Scheduler: Helps schedulers identify caregiver matches for open shifts based on skills, preferences, language, availability, travel time, pay differences, and overtime. The tool can also support caregiver continuity for repeat visits and surface potential scheduling conflicts.

AI Care Insights: Reviews caregiver-submitted care notes and organizes them by category and severity, helping supervisors prioritize notes that may require closer attention.

AI-Assisted Notes: Helps caregivers improve the grammar, tone, and clarity of visit, task, and family notes directly within the CareSmartz360 mobile app. The optional tool preserves the caregiver's original meaning while allowing caregivers to review and approve suggestions before applying them.

AI Voice Bot: Automates routine caregiver shift confirmation calls for pending shifts. The Voice Bot contacts caregivers, records their responses against the schedule, and generates a transcript for scheduler review. Agencies can configure when confirmation calls are placed before a shift.

These AI capabilities help reduce administrative work across the home care workflow, from finding caregiver coverage and confirming shifts to completing documentation and identifying care notes that may warrant additional review.

CareSmartz360's AI approach is designed around human-led decision-making. The platform surfaces recommendations, improves information access, and automates repetitive tasks, while agency teams remain responsible for reviewing, approving, and acting on the results.

Technology That Evolves with Home Care

CareSmartz360 continues to expand its technology with intelligent home care solutions and new innovations designed to meet the evolving needs of modern home care agencies. From scheduling and caregiver communication to documentation, business intelligence, and care visibility, the platform brings connected technology together to help enterprise and multi-location home care agencies streamline operations and make better-informed decisions. With more AI-powered home care solutions in development, CareSmartz360 is continuing to push home care technology forward, bringing greater intelligence, connectivity and efficiency to one powerful platform.

About CareSmartz360

CareSmartz360 is an AI-powered home care software designed to help large and enterprise agencies simplify operations, empower caregivers, and deliver better care. Trusted by 2,000+ home care agencies across North America, CareSmartz360 brings scheduling, billing, EVV, caregiver management, training, business intelligence, and AI-powered features together in one connected platform.
The platform is HIPAA-compliant and built with security at its core, giving agencies a secure, scalable foundation for growth.

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