



Dear Joya Families,

Beginning in November 2026, Joya will transition to a new electronic records system called **Prompt** to help us manage appointments, billing, and communication with families. We are excited to introduce features that will make staying connected with Joya easier.

Appointment Reminders and Communications

There are no changes to the current method in which you communicate with your care team. As we begin using the new system, you may receive automatic appointment reminders, appointment confirmations, scheduling information, and other updates related to your child's services. You may see the name **Prompt** in messages sent on Joya's behalf.

We are planning this transition to support continuity in your child's care. Please continue attending your scheduled appointments unless your care team contacts you about a change.

Digital Billing Statements and Invoices

If your family receives invoices for services, beginning with the November billing cycle, statements and invoices will be sent by email and / or text message through Prompt. This change affects how invoices are delivered; it does not mean that all families will begin receiving bills or that receiving this letter creates a new charge.

If you need paper invoices by mail or another delivery method, please let a member of your child's care team know or contact our Billing Department. We will work with you to arrange an option that meets your family's needs. You may update your preference at any time.

What You Need to Do

No action is needed unless your email address or phone number has changed, or you need a different method for receiving invoices. Please share any updates with your child's care team so we can keep your information and preferences current.

Thank You for Your Patience! Our team is learning new workflows, and we appreciate your patience and understanding as we get comfortable with the system and work through any adjustments. We look forward to the improvements this transition will bring to our communication with families.

Thank you for trusting Joya to be part of your child's care and development!

Joya Child & Family Development