

Vaya Learn Training and Navigation Guide

A Step-by-Step Guide for Vaya Network Providers

Provider Training Materials



VAYAHEALTH

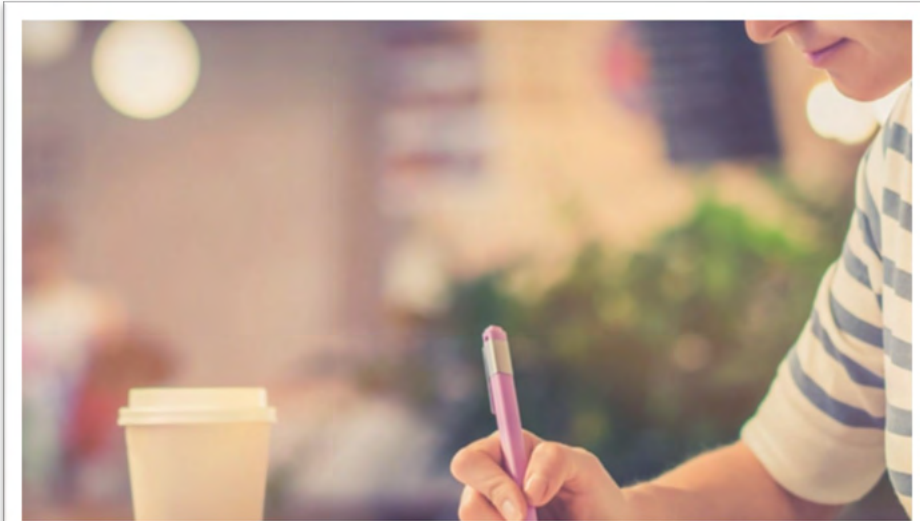
Learning Objectives



Why Vaya Learn?

Vaya Learn helps providers:

- Complete required trainings
- Access professional development opportunities
- Track learning completion
- Maintain training records
- Download certificates for documentation



Welcome to the Vaya Learn

To enroll in a course please register first. After that go to the course and click on enroll.
If you have questions email provider.training@vayahealth.com.

[View available courses](#)

[Already registered? Log in](#)

[Need an account? Register now](#)

The Provider Learning Journey

Complete Training in 5 Easy Steps

1. Create Account



2. Log In



3. Find Your Training



4. Complete Your Course



5. Download Your Certificate

Getting Started

Let's begin by creating your account

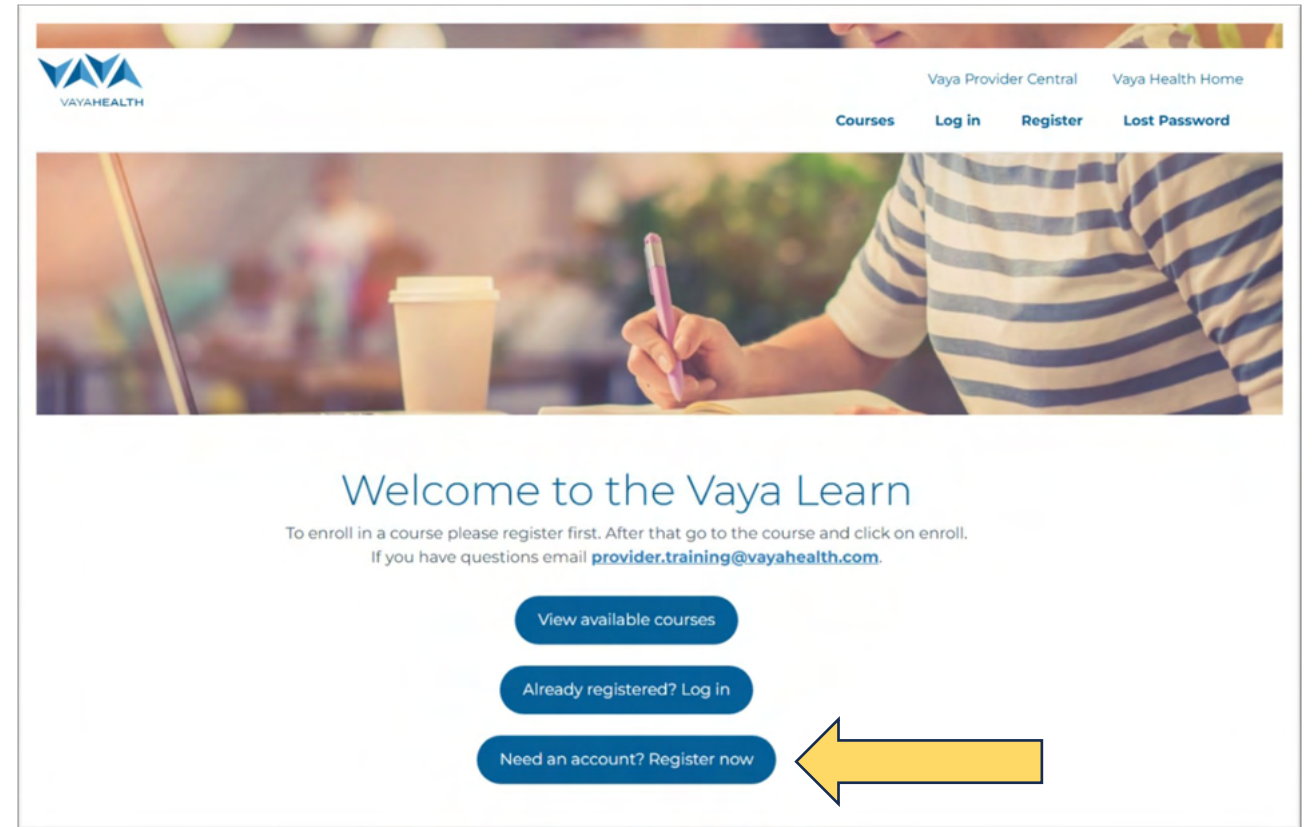


Registering for an Account

Create your Vaya Learn Account

To get started:

1. Navigate to www.learn.vayahealth.com
2. Select **Register Now**
3. Complete the registration form
4. Create a username and password
5. Click submit



Important: Your certificate will display the name entered during registration. Review carefully before submitting.

Registration Information

Complete the Registration Form

1. Enter your name exactly as you would like it displayed on certificates
2. Create a username and password for future access
3. Provide a valid email address
4. Enter your NPI number agency information
 - *If your agency does not have an NPI, enter 00000*
5. Provider Agency (employed by)
6. Select appropriate Health Plan
7. Click submit to create your account



Important: Fields marked with an asterisk (*) are required and must be completed before submitting the form.

A screenshot of the VAA Health Home registration page. The page features a header with the VAA logo and navigation links: 'Vaya Provider Central', 'Vaya Health Home', 'Courses', 'Log In', 'Register', and 'Lost Password'. Below the header is a large image of three people (two men and one woman) sitting on a couch, smiling. The main content area is titled 'Registration' and includes a sub-header: 'Please fill out the Registration Form below. All fields are required.' The form consists of several input fields arranged in two columns. The left column includes fields for 'Username (What you want printed on certificate)*', 'User Password*', 'Confirm Password*', and 'User Email*'. The right column includes fields for 'First Name*', 'Last Name*', 'Title*', 'NPI Number (If your agency doesn't have an NPI, please use 00000)*', 'Provider Agency (employed by)*', and 'Health Plan*'. A 'Submit' button is located at the bottom left of the form. A small blue circular icon with a white 'i' is located on the right side of the form.

Logging In

Once you receive a confirmation email that you have registered for VAYA LEARN:

1. Go to www.learn.vayahealth.com
2. Click the **Already Registered? Log In** tab
3. Enter username or email
4. Enter password
5. Click on the **LOG IN** button



Important: Forgot your password? Click on the **Lost your password?** Link at the bottom to reset it.

Welcome to the Vaya Learn

To enroll in a course please register first. After that go to the course and click on enroll.

If you have questions email provider.training@vayahealth.com.

View available courses

Already registered? Log in

Need an account? Register now

The screenshot shows the WordPress login interface. At the top is the WordPress logo. Below it is a white box containing the login form. The form has two input fields: 'Username or Email Address' with the placeholder text 'Username', and 'Password' with the placeholder text 'Password'. To the right of the password field is an eye icon for toggling visibility. Below the password field is a checkbox labeled 'Remember Me' and a blue 'Log In' button. At the bottom of the form box, there are links for 'Register | Lost your password?' and 'Go to Vaya Learn'. A blue 'Privacy' link is at the very bottom of the page. A large yellow arrow points from the 'Already registered? Log in' button above to the login form.

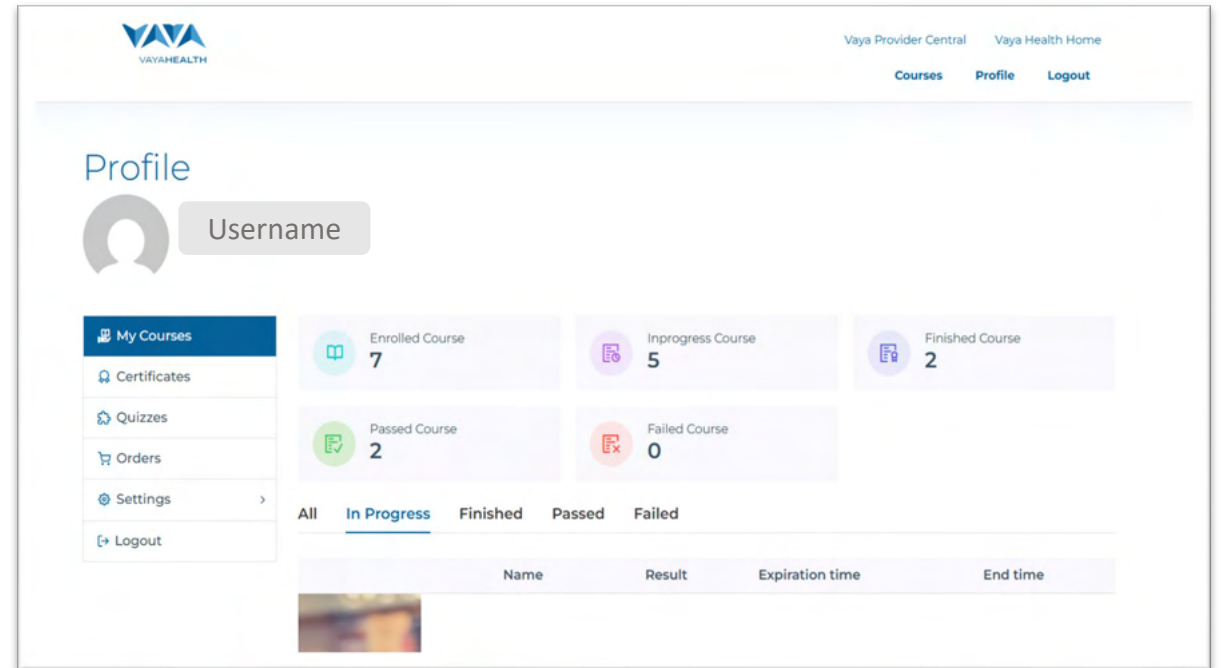
Understanding Your Dashboard

This is your starting point for all training activities.

From your dashboard, you can:

- View assigned courses
- Track courses in progress
- Access completed courses
- Download certificates
- Take quizzes and assessments
- Update account settings

Use the menu on the left to quickly navigate between learning activities and records.



Important: Your dashboard provides quick access to all learning activities and training records.

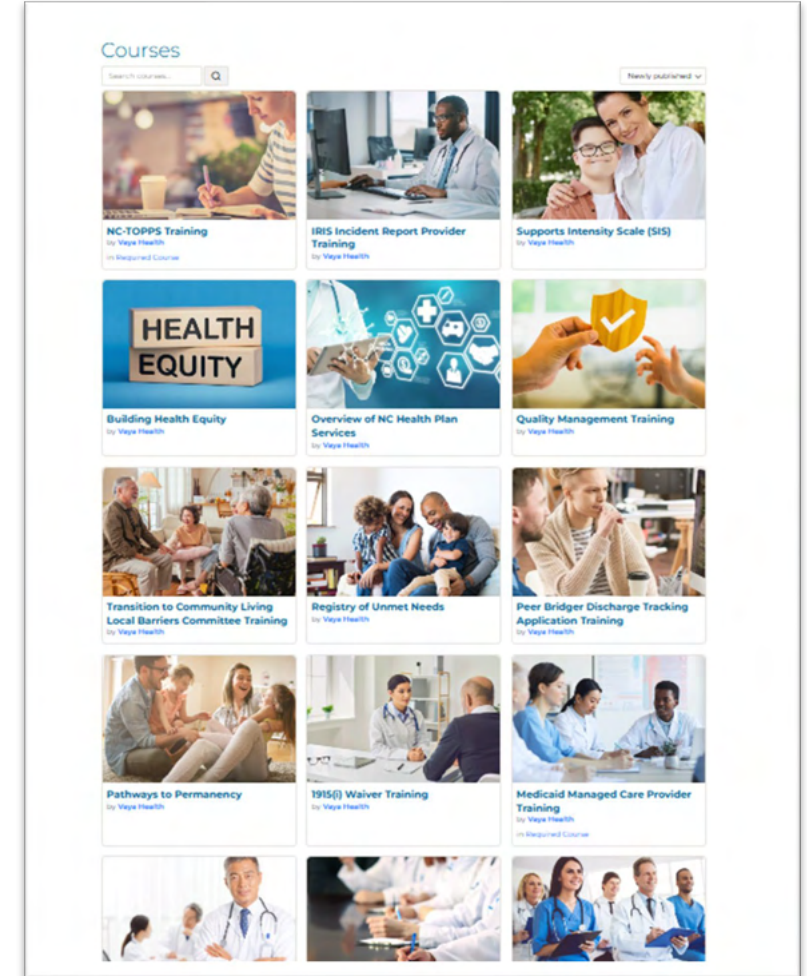
Required Courses

Vaya Network Providers are **required** to complete the following courses.

1. Provider Orientation (modules cover an array of topics related to doing business with Vaya)
2. Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services
3. Fraud, Waste, and Abuse
4. Infection Control
5. Medicaid Managed Care
6. Prevention and Population Health Program
7. Tobacco Cessation
8. NC Topps



Important: Required courses can be found in the [Vaya Provider Operations Manual](#) as well.



Launching a Course

Start Learning

1. Select Course Title
2. Review Course information
3. Click Start NOW or Download Module(s) and Course Materials
4. Complete all learning activities.

Vaya Learn has a variety of on-demand training materials including:

- PowerPoints
- Structured Courses
- Videos



Tip: Use the right-hand section to see progress, duration, and other course tracking information.

The screenshot shows the Vaya Health course page for "Building Health Equity". The page is divided into several sections:

- Header:** Vaya Health logo, navigation links for "Courses", "Profile", and "Logout".
- Breadcrumbs:** Home > Courses
- Course Title:** Building Health Equity by Vaya Health. Last updated: July 15, 2025.
- Description:** This free, self-paced training opportunity provides an overview of health equity research, guiding principles, and terminology. In this virtual course, participants will learn about:
 - Social determinants of health
 - Social and economic factors that affect health equity
 - Environments that promote vulnerability
 - Marginalized people who experience disparities
 - Systemic factors that impact lasting change
 - How to build an equity and empowerment lens using the "Five Ps"
 - Resources that support self-reflection and personal and community accountability
 - How to identify and understand a person's needs and link them to appropriate resources
- Curriculum:** 1 Section - 1 Lesson - 10 Weeks. Collapse All Sections. Module 1: Building Health Equity (1 lesson, 10 weeks).
- Course Material:** A table with columns: Name, Type, Size, and Download. The table contains one row: Building Health Equity (Module 1: Building Health Equity), pdf, 1.07MB, and a download icon.
- Instructor:** Vaya Health, 27 Courses.
- Right-hand sidebar:** A summary of course progress and completion. It includes a "HEALTH EQUITY" graphic, a "This course is finished." message, and a progress bar showing 100% completion. Other details include: Passed, Course progress: 100%, Passing grade progress: 100%, Start date: December 22, 2025, End date: December 22, 2025, Lesson completed: 1/1, Student: 28 Students, Duration: 10 Weeks, Lesson: 1 Lesson, Quiz: 0 Quizzes, Level: All levels, and a Share button.

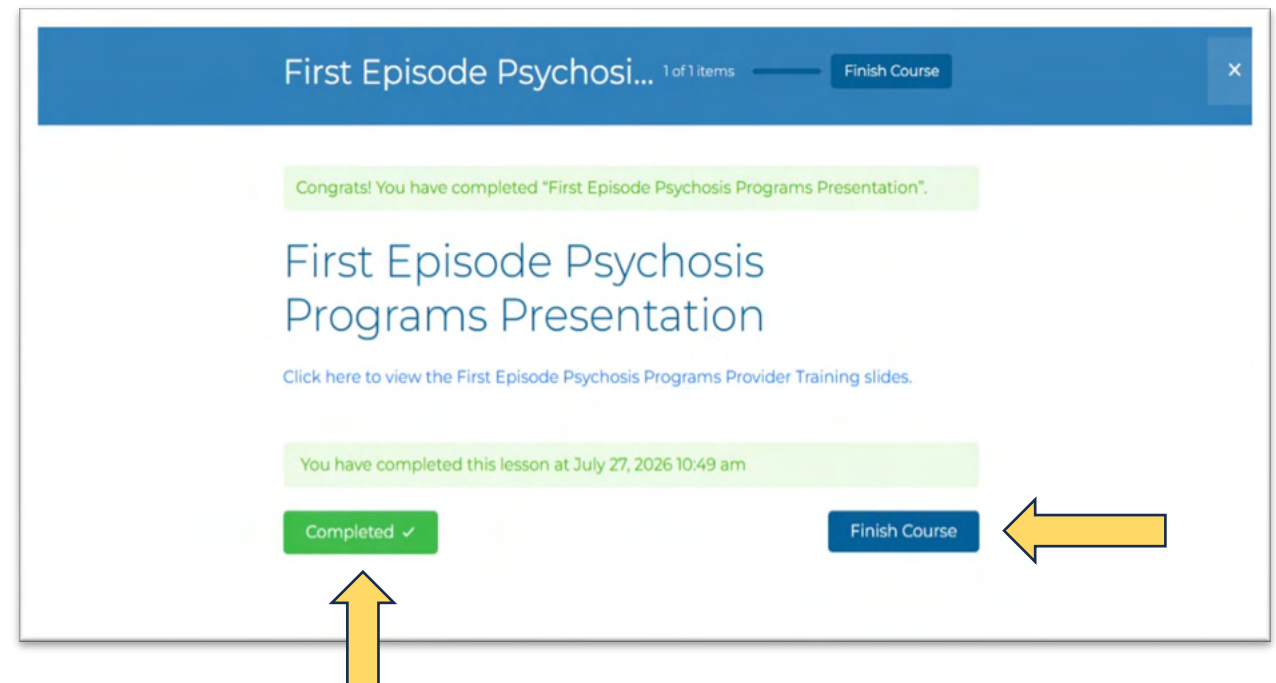
Two yellow arrows point to the "Module 1: Building Health Equity" link in the Curriculum section and the "Download" button in the Course Material table.

Course Completion Requirements

Complete all required components to receive credit.

Required components **may** include:

- Module Downloads and Completion
- Course Material Downloads
- Assessments/Quizzes
- Evaluations
- Once a course is completed it will have a green **“completed”** button at the bottom.
- Select **Finish Course**.



Important: Courses are not considered complete until all required components are finished.

Additional Learning Opportunities

Vaya offers many different learning opportunities for providers in addition to the **required courses**. Please visit the course catalog to preview all **additional** available courses.

We are always looking for ways to support Providers. If you have a suggestion for trainings that would be beneficial, reach out to provider.training@vayahealth.com with your name, organization, brief description, and preferred contact information.

 Pathways to Permanency by Vaya Health	 1915(i) Waiver Training by Vaya Health	 Medicaid Managed Care Provider Training by Vaya Health in Required Course
 Prevention & Program Pro by Vaya Health in Required Course	 Tailored Care Management (TCM) Provider Training by Vaya Health	 Provider Orientation Training by Vaya Health in Required Course

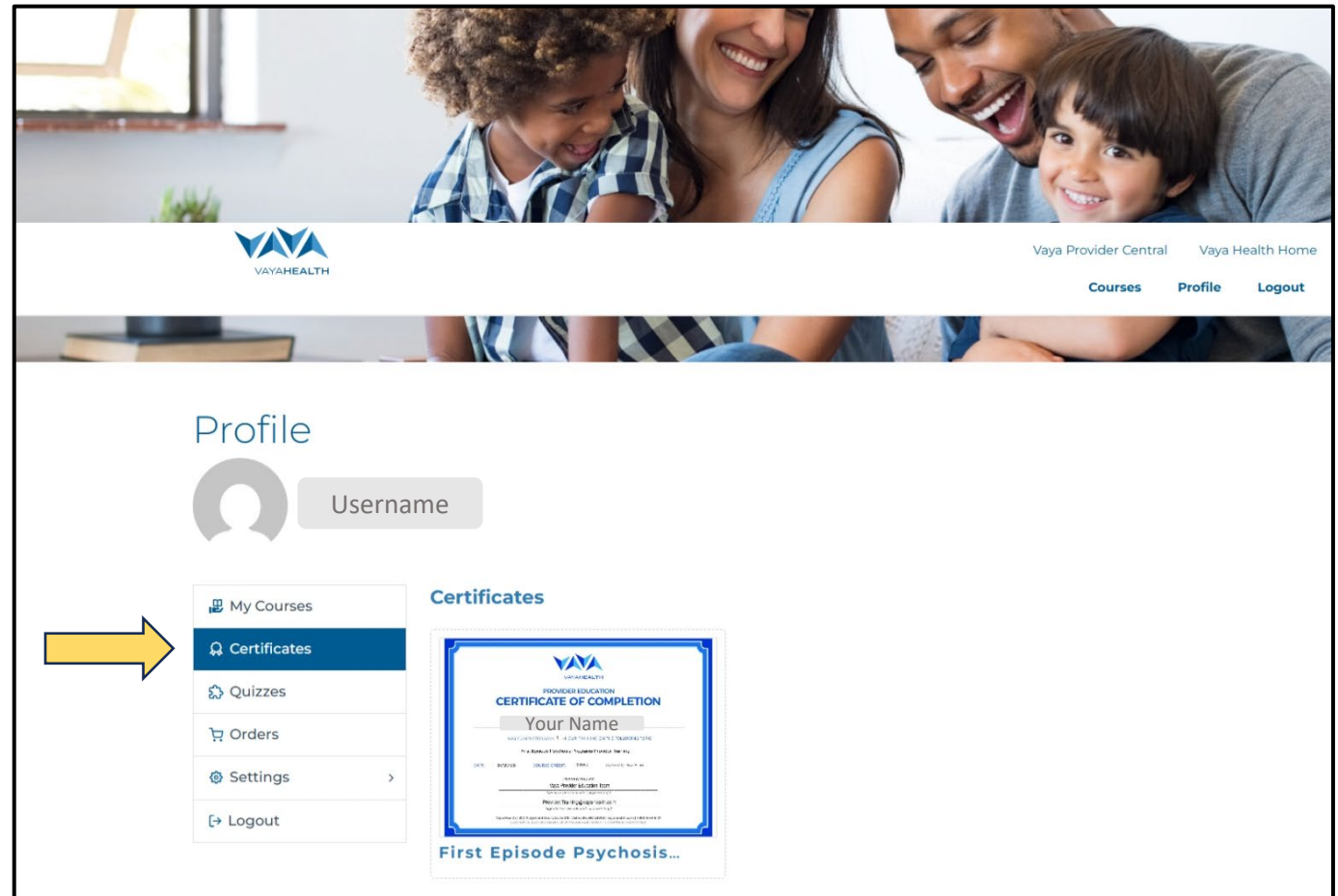
Certificates and Records



Certificates of Completion

Use the navigation menu on the left to access your certificates for completed courses.

Please note that not all courses on Vaya Learn include completion certificates.



Downloading Certificates

To download your certificates:

1. Locate the **Completed Course** under certificates on the right-hand navigation section
2. Right-click on the image to enlarge it
3. Right-click and select **Save Image As**
4. Rename and save as a .png file to your computer



Important: Make sure to save certificates for your records and accreditation requirements.

Getting Help



Common Issues and Solutions

Issue	Solution
Forgot password	Click on the “forgot password” after you select log in tab
Course won’t launch	Refresh Browser
Progress not updated	Refresh Browser
Certificate missing	Double-check all course modules and materials have been completed
Account locked	Reset your password or contact provider.training@vayahealth.com
Browser Compatibility	Use Microsoft Edge or Google Chrome
Cannot Find Course	Verify Enrollment via email



For any other questions, contact
provider.training@vayahealth.com.