

# Update Your Demographic Information Without Logging In

GO ONLINE AND NOTIFY US IF YOUR INFORMATION CHANGES

## Don't risk being removed from the provider directory

Keep your office information current so CalViva Health members can reach you to schedule appointments or select you as their provider of choice. Validate your demographic information so it's correct in our online ProviderSearch tool at [www.healthnet.com](http://www.healthnet.com) or [www.calvivahealth.org](http://www.calvivahealth.org).

## Update and submit your demographic information in 3 easy steps

1. Go to [bit.ly/demographics-update](http://bit.ly/demographics-update).
2. Complete all required fields, as applicable, if your information has changed!<sup>2</sup>
3. Submit the form. It will be sent to Provider Network Management Operations to update the data in our ProviderSearch tool.

Demographic Update Form



## You should

- Notify us if your information changes.
- Validate your demographic information online each month.
- Respond timely to CalViva Health, Health Net\*, regulator or vendor partner requests about the status of your contract and demographic information.
- An administrator or member of your team familiar with your contract details should respond to these requests.

*(continued)*

<sup>1</sup>The fields are not pre-populated as providers are not required to log in to update their information.

<sup>2</sup>Providers contracting through a participating physician group (PPG) must notify the PPG directly of changes, and the PPG notifies Health Net or CalViva Health.

## Required time frames

<b>30 days prior</b>	Any changes to your demographic information.
<b>5 days prior</b>	Change to your status of accepting new patients. You can notify CalViva Health, Health Net or the participating physician group (PPG).

## Are you missing from the directory?

You may have received an email, fax or phone call once or more each year asking you to validate your demographics. The Plan is required to remove certain provider types if no response from the provider is received.

If you do not see your office's information in ProviderSearch, it is possible that you were removed due to no response to previous requests. If you have questions about your removal, reach out to Provider Services at the phone number below.

## Upcoming Simplified Upgrades to Keep Your Information Current

Health Net, on behalf of CalViva Health, continues to work with Symphony Provider Directory, a California centralized platform for provider data, to simplify the way we collect provider information and attestations. These upgrades are targeted for implementation by October 2023. If you are not already a Symphony and/or Availity participant, you have two options to share your information:

**Option 1:** PPGs may contract with Symphony for a more automated data exchange and attestation process. PPGs may contact the Symphony Provider Directory team online at [bit.ly/iha-symphony-request](https://bit.ly/iha-symphony-request).

**Option 2:** PPGs, hospitals, ancillaries and directly contracting practitioners may register with the Availity Provider Data Management (PDM) portal at [bit.ly/availity-registration](https://bit.ly/availity-registration). This portal will allow you to update your information and submit your attestations at no cost.

## Questions?

Please contact CalViva Health at 888-893-1569 with any questions about the information in this flyer.

Connect with Symphony



Availity PDM portal

