

Easily Update Your Demographic Information Online

AVOID BEING REMOVED FROM THE PROVIDER DIRECTORY

Keep your office information current! This lets CalViva Health members reach you to schedule appointments or select you as their provider. Be sure to validate your demographic information each month so it's correct in the ProviderSearch tool at www.healthnet.com or www.calvivahealth.org.

Easy access to your information

Use the online tool to quickly view, update and submit your information. Follow the steps below:

- 1 Log in to www.healthnet.com.
- 2 Select *Please confirm and view your information* link.
- 3 Add or update your information.
- 4 Select *New Steps* and add or update all applicable fields.
- 5 Follow the workflow for completion, attestation and submit.

Provider information privileges are required to use the online tool.

If you prefer, reach out to your provider relations & contracting specialist (PRCS) (formerly known as provider network administrator (PNA)) to assist with any changes.



Log in to www.healthnet.com to update your demographic information online.

Required time frames

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

Providers contracting through a PPG must notify the PPG directly of changes, and the PPG notifies Health Net or CalViva Health.

(continued)

✓ Reply to calls and letters

You may receive an email, fax or telephone call once or more each year asking you to validate your demographics. You must respond to avoid being removed, in most cases, from the provider directory.

✓ CalViva Health, Health Net or a regulator may contact you

Please respond timely to requests from CalViva Health, Health Net or a regulator about the status of your contract and demographic information. Be sure to have an administrator or member of your team who is familiar with your contract details respond to these requests.

✓ PPG requirements

PPGs must have policies in place that establish and implement processes to collect, maintain and submit their provider demographic changes to Health Net, on behalf of CalViva Health, on a real-time basis. Real time is within 30 days, as defined by the Centers for Medicare & Medicaid Services (CMS). Health Net, on behalf of CalViva Health, conducts random audits of PPGs to validate processes and policies to ensure they are maintaining provider demographic information on a regular basis.



Questions

Please contact CalViva Health at 1-888-893-1569 with any questions about the information in this flyer.