



Act Now: Keep Your Provider Demographic Information Accessible to Members

STAY LISTED. STAY VISIBLE. STAY COMPLIANT.

Keeping your demographic details accurate is critical as it ensures members can find and choose you as a provider. Additionally, outdated information may lead to removal from the provider directory. Validate your demographic information in our online Find a Provider tool at www.calvivahealth.org.

Simplify updates with Symphony Provider Directory

Health Net* and CalViva Health partners with Symphony Provider Directory, California's central platform for provider data (including behavioral health data). You'll receive quarterly reminders to validate and attest to your information.

Choose your update method

If you're not using Symphony, select one of these options:

Option 1: Participating physician groups (PPGs) can contract with Symphony for automated updates at <https://bit.ly/iha-symphony-request>.

Option 2: PPGs, hospitals, ancillary providers, and directly contracting practitioners can register with Availity Provider Data Management (PDM) to update information and attest at no cost at <https://bit.ly/availity-registration>.

Option 3: Update your demographic information using our online form at <https://bit.ly/demographics-update>. Your changes^{1,2} will be directed to Provider Data Coordination to include in the online directory.

Important reminders

- Notify us when your information changes.
- Validate your demographic information online monthly.
- Respond promptly to requests from the Plan, regulator, or vendor partners about contract status and demographic information.
- Ensure an administrator or knowledgeable team member responds to requests promptly.

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

²Providers contracting through a PPG must notify the PPG directly of changes, and the PPG notifies the Plan.



Connect with Symphony



Availity PDM portal



(continued)

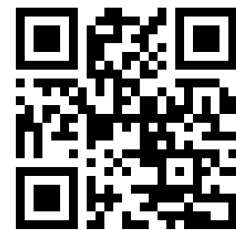
Required time frames

30 days prior	Any changes to your demographic information.
5 days prior	Change in accepting new patients status. You can notify the Plan or your PPG.

Missing from the directory or have questions?

If you're missing from the directory or need assistance, contact Provider Services at 888-893-1569.

Demographic Update Form



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