

# 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 Additionally, outdated information may lead to removal from the provider directory.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.healthnet.com](http://www.healthnet.com).

## Simplify updates with Symphony Provider Directory

WellCare By Health Net (Health Net\*) 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/availability-registration>.

**Option 3:** Update your demographic information using our online form at <https://bit.ly/demographics-update>. Your changes<sup>1,2</sup> 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.

### Connect with Symphony



### Availity PDM portal



<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 PPG must notify the PPG directly of changes, and the PPG notifies the Plan.

(continued)

## Required time frames

<b>30 days prior</b>	Any changes to your demographic information.
<b>5 days prior</b>	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 800-929-9224.

Demographic Update Form



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