

Update Your Demographic Information Without Logging In

GO ONLINE AND NOTIFY US IF YOUR INFORMATION CHANGES

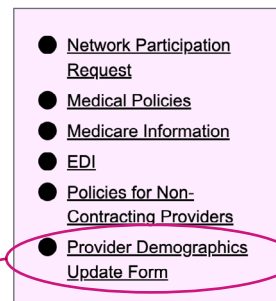
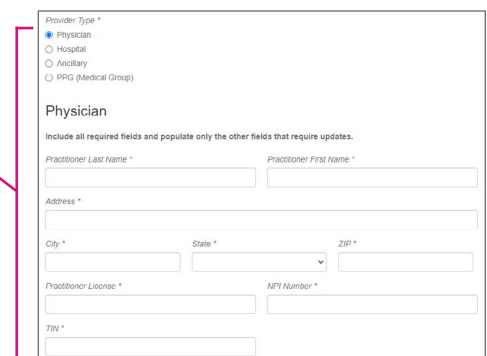
As of June 17, 2022, you are no longer required to log in to the provider portal at www.healthnet.com to change your demographics. If you log in and try to make updates, you will be directed to the new pre-login link.

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 or www.calvivahealth.org.

Update and submit your demographic information in 4 easy steps

- 1 Go to provider.healthnet.com > *Working with Health Net* (located under "Want to work with us").
- 2 Select *Provider Demographics Update Form*.
- 3 Complete all required fields, as applicable, if your information has changed.^{1,2}
- 4 Submit the form. It will be sent to Provider Network Management Operations to update the data in our *ProviderSearch* tool.

A screenshot of the 'Provider Demographics Update Form'. At the top, there's a 'Provider Type' section with radio buttons for Physician (selected), Hospital, Ancillary, and PPG (Medical Group). Below this, it says 'Physician' and 'Include all required fields and populate only the other fields that require updates.' The form fields include: Practitioner Last Name, Practitioner First Name, Address, City, State (dropdown), ZIP, Practitioner License, NPI Number, and TIN. Each field has a corresponding input box.

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)

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

²Providers contracting through a participating physician group (PPG) must notify the PPG directly of changes, and the PPG notifies Health Net.

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 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.



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



Questions

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