

# 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](http://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

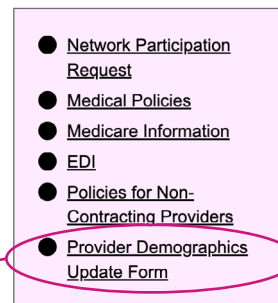
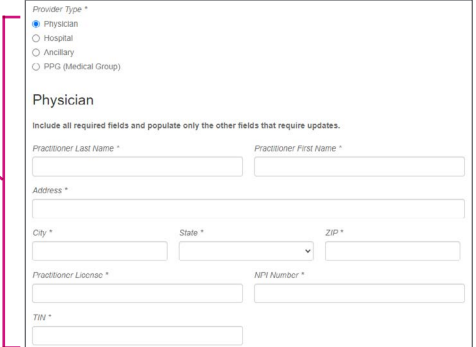
Keep your office information current so Health Net\* members can reach you to schedule appointments or select you as their provider of choice. Validate your demographic information so it's correct in our online *ProviderSearch* tool at [www.healthnet.com](http://www.healthnet.com).

## Update and submit your demographic information in 4 easy steps

- 1 Go to [provider.healthnet.com](http://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.<sup>1,2</sup>
- 4 Submit the form. It will be sent to Provider Network Management Operations to update the data in our *ProviderSearch* tool.

## You should

- **Notify** us if your information changes.
- **Validate** your demographic information online each month.
- **Respond** timely to 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.

The form is titled 'Provider Type \*' with 'Physician' selected. Below it, there are fields for 'Practitioner Last Name \*', 'Practitioner First Name \*', 'Address \*', 'City \*', 'State \*', 'ZIP \*', 'Practitioner License \*', and 'NPI Number \*'. There is also a 'TIN \*' field at the bottom.

(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.

## 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 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.

## Questions?

Line of business	Phone number
Cal MediConnect – Los Angeles County	855-464-3571
Cal MediConnect – San Diego County	855-464-3572
EnhancedCare PPO (IFP and SBG)	844-463-8188
Health Net Employer Group HMO, POS, HSP, PPO & EPO	800-641-7761
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	888-926-2164
Medi-Cal	800-675-6110



Log in to [provider.healthnet.com](https://provider.healthnet.com) to update your demographic information online.