

# Keep Your Demographic Information Current with Symphony and Other Resources

**Don't risk being removed from the provider directory. Go online and notify us if your information changes**

Stay ahead by ensuring your information is current so Community Health Plan of Imperial Valley 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 Find a Provider tool at [www.chpiv.org](http://www.chpiv.org).

## Simplified updates with Symphony Provider Directory

The Plan has partnered with Symphony Provider Directory, a California centralized platform for provider data including behavioral health providers, to simplify the way we collect provider information and attestations. You will receive quarterly notices from Symphony to validate and attest to your information. If you are not already a Symphony and/or Availity participant, you have two options to share your information:

**Option 1:** Participating physician groups (PPGs) may contract with Symphony for a more automated data exchange and attestation process. PPGs may contact the Symphony Provider Directory team online at [bit.ly/iha-symphony-request](http://bit.ly/iha-symphony-request).

**Option 2:** PPGs, hospitals, ancillaries and directly contracting practitioners including behavioral health may register with the Availity Provider Data Management (PDM) portal at [bit.ly/availity-registration](http://bit.ly/availity-registration). This portal will allow you to update your information and submit your attestations at no cost.

Alternatively, you can update your demographic information using our online form:

- Go to [bit.ly/demographics-update](http://bit.ly/demographics-update), complete all required fields as applicable if your information has changed<sup>1,2</sup>, and submit the form. It will be sent to Provider Data Coordination to update the data in our online directory tool.

## Important reminders

- Notify us any time your information changes.
- Validate your demographic information online each month.
- Respond timely to Plan, 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.

<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 Health Net or Community Health Plan of Imperial Valley.



Connect with Symphony



Availity PDM portal



# 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 the Plan or the PPG.

## Are you missing from the directory?

You will receive 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 Find a Provider 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?

Please contact Community Health Plan of Imperial Valley at 833-236-4141 with any questions about the information in this flyer.

Demographic Update Form



Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV patients. \*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.