



Act Now: Keep Your Provider Demographic Information Accessible to Members

STAY LISTED. STAY VISIBLE. STAY COMPLIANT.

Accurate demographic information helps members find and choose you as a provider. If your information is outdated, you risk being removed from the provider directory.

Take action today

Validate your demographic information in our online Find a Provider tool at <https://calvivahealth.org/provider/>.

Simplify updates with Symphony Provider Directory

Health Net* and CalViva Health partner with Symphony Provider Directory, California's central platform for provider data, including behavioral health.

By participating, you'll receive quarterly reminders to validate and attest to your information – helping you stay accessible to members and compliant.



Choose your update method

If you're not using Symphony or Availity, select one of the options below. See page 2 for QR codes that link directly to each option.



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.

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.

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.

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



Availity PDM portal



Connect with Symphony



CalViva Health is a licensed health plan in California operated by the Fresno-Kings-Madera Regional Health Authority that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to arrange healthcare services for CalViva Health enrollees. *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.