

# 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 If your information is outdated, you risk being removed from the provider directory.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://findaprovider.healthnetcalifornia.com/location>.

## 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.

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<sup>1,2</sup> will be directed to Provider Data Coordination to include in the online directory.

<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)

## 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.

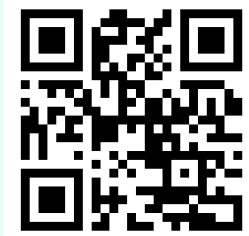
## Required time frames

<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



### Availity PDM portal



### Connect with Symphony



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