

# Easily Update Your Demographics Online

## DON'T RISK BEING REMOVED FROM THE PROVIDER DIRECTORY

Keep your office information current so California Health & Wellness Plan (CHWP) members can reach you to schedule appointments or select you as their provider of choice. Validate your demographic information each month so it's correct on our online provider website at [www.CAHealthWellness.com](http://www.CAHealthWellness.com).

### You should:

- Notify us<sup>1</sup> if your information changes.
- Validate your demographic information online each month.
- Respond timely to CHWP, 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.



### Required time frames

|                          |   |
|--------------------------|---|
| <b>30<br/>days prior</b> | Any changes to your demographic information.  |
| <b>5<br/>days prior</b>  | Change to your status of accepting new patients. You can notify CHWP or the independent practice association (IPA). |

Log in to [CAHealthWellness.com](http://CAHealthWellness.com) to update your demographic information online.

<sup>1</sup>Providers contracting through an IPA must notify the IPA directly of changes, and the IPA notifies CHWP.

### Our online tools make it easy to submit your changes

Follow the steps below to quickly view, update and submit your information.

- 1 Log in to [www.CAHealthWellness.com](http://www.CAHealthWellness.com).
- 2 Select *Provider > Provider Resources > Provider Data Reporting and Validation Form*.
- 3 Add or update your information.

Provider information privileges are required to use the online tool.

If you prefer, email your changes to [CAProvData@cahealthwellness.com](mailto:CAProvData@cahealthwellness.com), or reach out to your provider relations and contracting specialist.

(continued)



### 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 online, 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 CHWP at **877-658-0305** with any questions about the information in this flyer.