



Updating Network Provider Demographics

Health Net Federal Services, LLC (HNFS) knows directory accuracy is essential for patients to access care quickly and easily. Network providers are required to submit demographic updates to HNFS as they occur.

Not sure how to submit your updated demographic information? Please review the steps below. HNFS processes most update requests within 21–30 business days.

Delegated provider groups

If your group has a delegated credentialing agreement with HNFS, submit all changes through your required roster updates. Please follow the guidelines outlined on our [Delegated Providers](#) page.

Non-delegated providers/provider groups

Update your address, phone number or fax number

If you need to update location information, use the [Provider Demographics Update tool](#) or submit an updated [TRICARE Provider Roster](#).

Note: Adding a location and/or submitting an address change will trigger a credentialing review. HNFS' credentialing team will reach out should additional documentation be required.

Add a provider/providers to your practice

Provider groups who need to add a provider or multiple providers to your practice can submit an updated [TRICARE Provider Roster](#) or a [Provider Information Form \(PIF\)](#). We strongly encourage groups who are adding five or more individual providers to submit a roster instead of PIFs to expedite the process.

Update specialty information

First, make sure your information is listed correctly in the National Plan & Provider Enumeration System (NPPES). If correct, then submit an updated [TRICARE Provider Roster](#).

Note: Applied behavior analysis (ABA) providers must submit an updated [TRICARE Provider Roster](#) for all specialty changes (for example, RBT to BCaBA or BCaBA to BCBA).

Update your Tax ID or Social Security number

Providers can update Tax ID or Social Security number information by faxing a completed W-9 with a letter on company letterhead to HNFS. Fax to: 1-844-224-0381.

Add or delete a location

If you need to add a location, use the [Provider Demographics Update tool](#) or submit an updated [TRICARE Provider Roster](#).

Tips for using the TRICARE Provider Roster

- Open the [TRICARE Provider Roster](#) excel file and save it locally on your computer. After completing all of the fields, save the file again and return to HNFS. Submit rosters to HNFS as follows:
 - **Non-ABA providers:** Email to PDMRoster@hnfs.com.
 - **ABA providers only:** Email to HNFS_ABARosters@hnfs.com.
 - **Delegated providers:** Visit our [Delegated Providers](#) page for submission details.
- Be sure to complete as much information as possible. Required columns are indicated as “required” in red. Failure to include required information will delay processing.
- For instructions on how to complete each column, view the “How to Complete” tab at the bottom of the Excel document.

Other Resources

- [TRICARE Provider Roster web page](#)
- [Provider Demographic Update Tool Guide](#)
- [Provider FAQs](#)