Important Notice: Changing How You Verify Your Provider Directory Information

L.A. Care is now participating in the Symphony Provider Directory, California's centralized platform for provider data. Sharing your provider directory information with us keeps us all in compliance with state and federal regulations — and ensures your patients can easily find you in our online provider directory.

Symphony is helping us simplify the way we collect your provider information and attestations. Medical groups and providers not participating in the Symphony Utility are requested to use the Availity's Provider Data Management (PDM) portal for updating provider demographic information and submission of attestations.

What do I need to do?

Please be on the lookout for emails or faxes asking you to verify your provider directory information in Availity's PDM portal. The first time you sign in to Availity after receiving an email or fax, you will be asked to share your information with Symphony Provider Directory. This one-time opt-in means that Symphony can send us your information and updates when you attest every quarter.

- **If you already have an account with Availity**, you will be asked to sign in and opt in to sharing your information with Symphony before you attest to your provider information.
- **If you don't currently have an account with Availity**, you will be asked to register first before you see prompts to opt in to Symphony and attest to your provider information. Availity has resources that walk you through the registration process step-by-step.

In the future, Availity will remind you to attest every quarter so we always have your most up-to-date information in our directory.

What happens if I do not share my information with Symphony?

If you do not opt in to sharing your information with Symphony Provider Directory in the Availity portal, we won't receive your information when you attest every quarter, and you may be out of compliance.

Where can I get more information?

If you need help registering for Availity, please get in touch with Availity support at (800) 282-4548 on Monday-Friday from 5:00AM - 5:00PM PST. If you have questions about this new process, please call us at 866-522-2736, 24 hours a day, 7 days a week. If you would like to learn more about Symphony and Availity, please read the FAQs at page.iha.org/availityfaq.

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