



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 (Note: Applied behavior analysis providers – see page 2)

<p>Update your address, phone number or fax number</p>	<p>If you need to update location information, use the Provider Demographics Update tool or submit an updated TRICARE Provider Roster to PDMRoster@hnfs.com.</p> <p>Note: Adding a location and/or submitting an address change will trigger a credentialing review. HNFS' credentialing team will reach out if they need additional documentation.</p>
<p>Add a provider to your practice</p>	<p>Provider groups who need to add a provider or multiple providers to their practice can submit an updated TRICARE Provider Roster to PDMRoster@hnfs.com or complete and fax a Provider Information Form (PIF) to 1-844-224-0381. We strongly encourage groups adding five or more individual providers to submit a roster instead of completing PIFs to expedite the process.</p>
<p>Update specialty information</p>	<p>First, make sure your information is correct in the National Plan & Provider Enumeration System (NPPES). If correct, submit an updated TRICARE Provider Roster to PDMRoster@hnfs.com.</p>
<p>Update your Taxpayer Identification Number (TIN) or Social Security number (SSN)</p>	<p>Providers can update Taxpayer Identification Number or Social Security number information by faxing a completed W-9 along with a letter on company letterhead to HNFS. Fax to: 1-844-224-0381.</p>
<p>Add or delete a location</p>	<p>If you need to add a location, use the Provider Demographics Update tool or submit an updated TRICARE Provider Roster to PDMRoster@hnfs.com. If the location is moving from one place to another, please include dates for when to use/stop use of the old and new addresses.</p>

Applied Behavior Analysis Providers

Submit an updated **TRICARE Provider Roster** when adding new providers who need to be credentialed or certified, and to submit demographic updates, including specialty changes (for example, Registered Behavior Technician® to Board Certified Assistant Behavior Analyst® [BCaBA®] or BCaBA to Board Certified Behavior Analyst®).

HNFS offers a specific email for ABA roster submissions. Submit ABA rosters to HNFS_ABARosters@hnfs.com.

Tips for Using the TRICARE Provider Roster

Open the TRICARE Provider Roster Excel file and save it locally to your computer. After completing all 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.

You must fill out columns containing ****Required**** and complete non-required columns with as much information as possible. 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](#)