
PROVIDER BULLETIN

California Health and Safety Code Section 1367.27 Provider Directory Compliance

California Health and Safety Code Section 1367.27 requires that current and accurate provider directory information is submitted to the IPA in a timely manner. Health Plans audit provider directory and roster information for compliance.

The most up to date directory information is required by regulatory agencies as the accuracy of provider office contact information is critical for patient access to care.

All providers are required to inform the IPA of changes to any practice information in writing within five (5) business days when any of the following occur:

- Practice location(s) address
- Practice location(s) phone number(s),
- Practice locations fax number(s),
- Open or closed panel status
- Office hours
- Provider status changes (new and terminating providers)
- Any other changes which impact directory information and/or patient access

Submit written status updates to:

Attention: Provider Network Administration
Fax: 818-265-0801

If you have any questions, please contact Provider Relations at (818) 265-0800.