

Symphony Provider Directory: Frequently Asked Questions and Answers for Healthcare Providers August 2026

1. What is the Symphony Provider Directory?

The [Symphony Provider Directory](#) is a centralized platform that allows you to complete all of your 90-day attestations in one place, for all health plans that participate with Symphony. Symphony and Availity work together to simplify and centralize the attestation process. When you complete regular attestations via the Availity Provider Data Management ("PDM"), your data will automatically be shared with Blue Shield of California and Blue Shield of California Promise Health Plan (collectively, "Blue Shield"), and with all other Symphony-participating plans with which you contract.

2. How do I sign up?

Visit [Availity Essentials™](#) to sign up for an account, at no cost. You will need two types of accounts: an individual user account and an organization account. For information on how to register, go to [Register and Get Started with Availity Essentials](#).

3. What does this cost?

There is no cost to Blue Shield network healthcare providers.

4. I already use PDM for attestation for other health plans. Is there anything I need to do?

No. If you already use PDM for attestations for other health plans, there's nothing new you need to do; just know your data will now automatically be shared with Blue Shield when you attest in PDM.

5. Do I still have to complete my 90-day attestation via Provider Connection?

No. If you attest to your information in PDM, you no longer need to do so via Blue Shield's Provider Connection website. By attesting to your information directly in PDM, your data will automatically be shared with Blue Shield, and with all other participating health plans. If you choose **not** to sign up for the Symphony Provider Directory, you must continue using the Provider Connection Portal to complete attestations.

6. Will I still get a 90-day attestation notice from Blue Shield, as a reminder?

No, attestation outreach will come from Availity.

7. I just completed a 90-day attestation for other health plans on PDM. What is the cadence for notices from Availity? Do I have to attest again, now that Blue Shield is live on PDM?

Per California SB 137 and Centers for Medicare & Medicaid Services (CMS) requirements, attestation is required every 90 days—even if nothing has changed. If your organization has attested with Blue Shield directly within the past 90 days, there is no need to repeat your recent attestation in PDM. Once you are registered in Availity Essentials, you will receive a notice from Availity when it is time for you to complete your next 90-day attestation, and you can complete it in PDM.

8. Can I update my data at any time?

Yes, you can log in to PDM any time you have an update (e.g., a change to office hours or address). When you make the update(s), PDM will ask you to Submit Your Verified Profile. It will then notify you that you have **Submitted Your Attestation**. The submission is considered an attestation because you are verifying the information you submitted, and you are confirming its accuracy. Please note that you will still receive your regular 90-day attestation request.

9. When I update my data, does my 90-day attestation cadence re-set?

No. Symphony's quarterly outreach communication is automated and initiated on days one, 30 and 45 of the attestation period. You will receive the outreach communication on the same schedule—regardless of when you last updated your data. If you have already attested that quarter, you may not receive subsequent reminder communications (e.g., Day 30 or 45 reminders), but the quarterly outreach cadence remains in place to support SB 137 attestation outreach requirements.

10. Will all provider types in Blue Shield's networks attest through PDM?

All provider types mandated to attest per California Senate Bill 137 will attest via PDM if they sign up for the Symphony Provider Directory, **except** Blue Shield and Blue Shield Promise **HMO IPA/medical groups**. HMO IPA/medical groups should continue to use Blue Shield's Provider Connection portal until further notice. We intend to offer them capability to attest via PDM in the future.

11. In addition to updating medical or clinical specialties, will I be able to indicate areas of special interest within my specialty?

Yes, you can indicate an area of special interest and areas of expertise.

12. If I practice at multiple locations, how will that appear in the Symphony Directory?

The Symphony Provider Directory is stored in Availity's PDM. In PDM all service, mailing, and payment addresses are stored in accordance with Blue Shield's data. This information is used to indicate the various locations for each of Blue Shield's provider network groups, facilities, and practitioners. Each applicable location will be listed under each entity's record.

13. How quickly will information be updated on Find a doctor following attestation in PDM?

Most changes to your provider data will be updated on Blue Shield's [Find a doctor](#) website within three to five business days.

14. Which health plans currently participate with Symphony?

The following health plans actively use this integrated platform to collect and forward attestations from providers:

- Aetna
- Anthem
- Blue Shield of California
- Blue Shield of California Promise Health Plan
- Cigna
- Health Net

- Kern Health Systems
- Molina
- Sutter Health Plus
- Western Health Advantage

15. Will training be available?

Yes. Once Blue Shield is active on PDM, two live webinars will be announced for Blue Shield network providers: an introductory webinar available to all network providers, followed by a second webinar for providers who are registered in Availity Essentials. Availity also conducts periodic multi-payer webinars for all registered providers, and on-demand training is available 24/7 via the Availity Learning Center.

16. Who should I contact with questions?

If you have questions about registration and training, please contact Availity: (800) 282-4548, 5 a.m. to 5 p.m., PT, Monday through Friday. For more details on how Symphony and Availity work together to operate the Provider Directory updating platform and receive attestations, please review the Symphony and Availity Provider Data Management [FAQs](#).