Credentials Verification Office

ServiceNow Request Tip Sheet – Navigating the CVO ServiceNow Website

Updated April 2023

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Navigating the CVO ServiceNow Website

General Information

ServiceNow is the request ticketing system that the Credentials Verification Office (CVO) utilizes to manage incoming requests regarding new applications, change in privileges, change in practice, resignations/terminations, etc.

You will need to login in order to access the ServiceNow request system

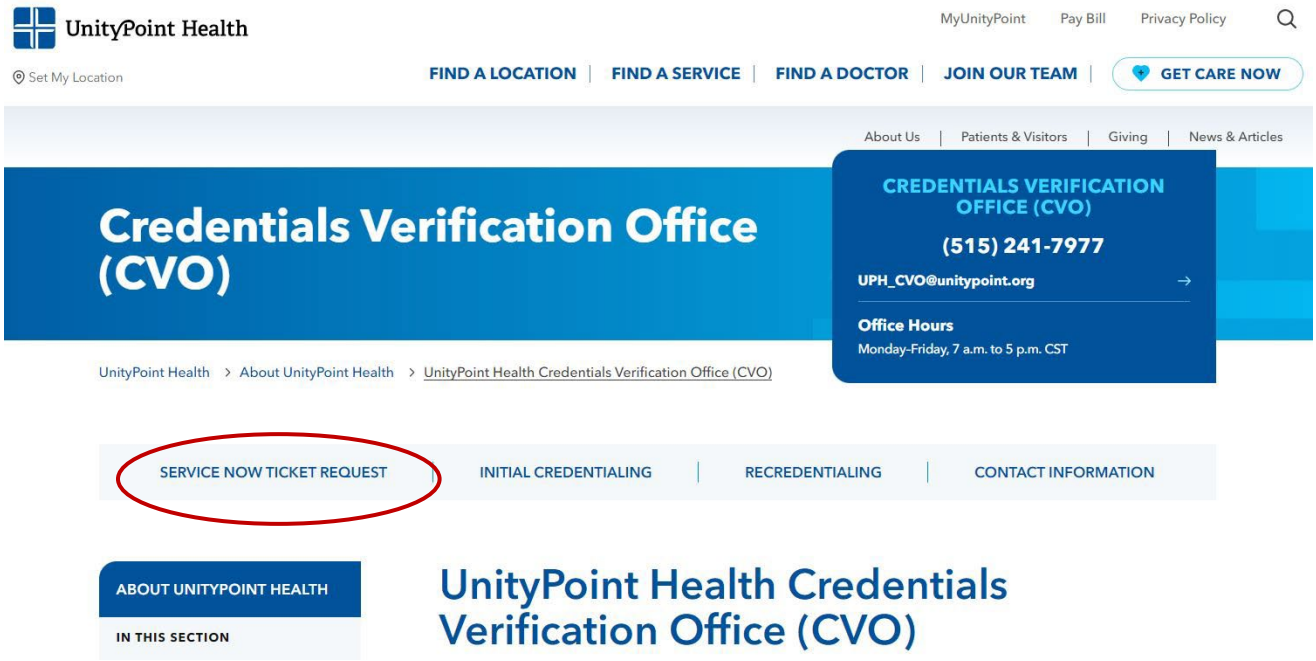
You can access the Credentials Verification Office (CVO) ServiceNow request website using this URL:

https://unitypoint.service-now.com/cvo

Or you can start from the Credentials Verification Office (CVO) website:

https://www.unitypoint.org/CVO

At the top of the page, there are inter-page links for main topics. Select **SERVICE NOW TICKET REQUEST**

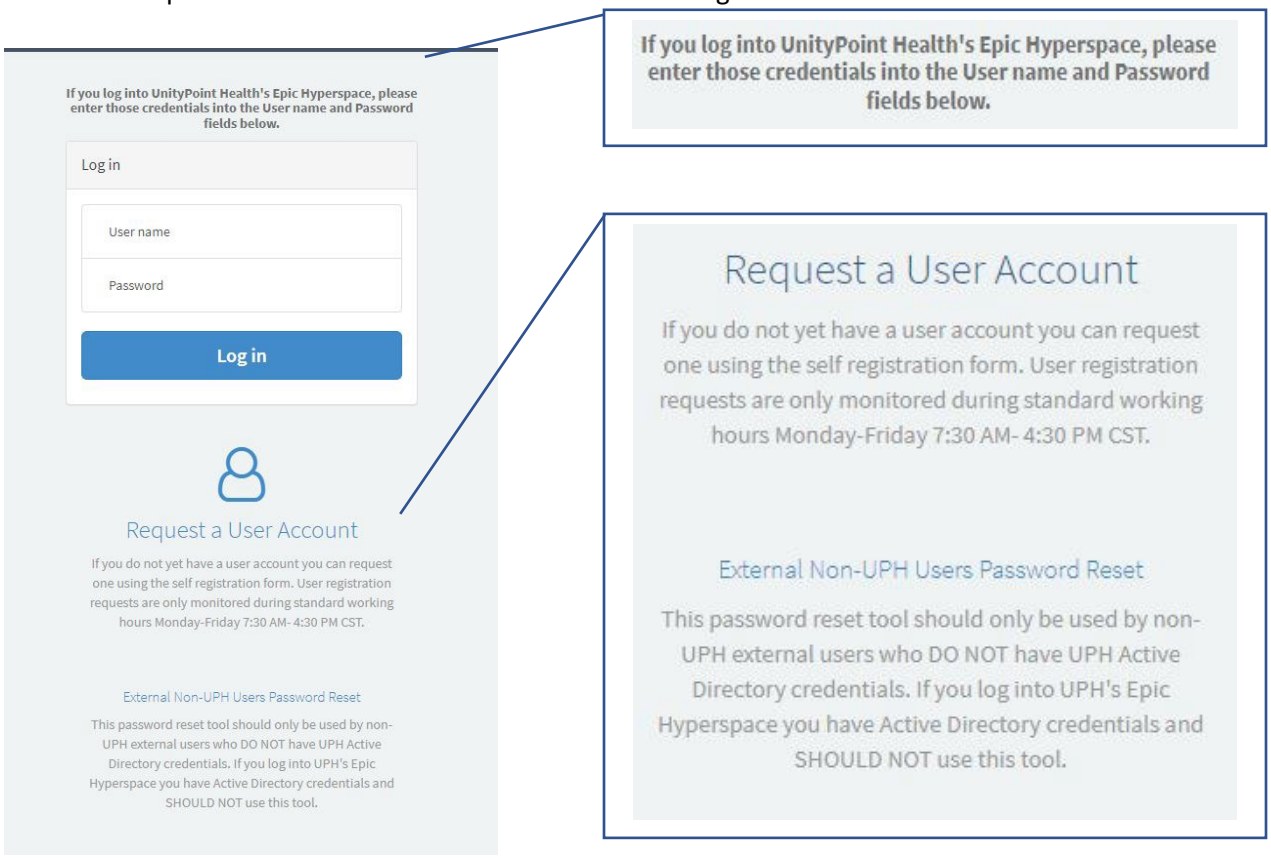


Requesting an Account/Account Access

Internal users (UPH/UPC users) will use their computer credentials (i.e.: EPIC, MSOW)

Please pay special attention to the password reset information on this page. For assistance with your password or access issues with ServiceNow please contact the IT Help Desk at:
1 (800) 681-2060

External users will need to request an account if it is their first time accessing service now

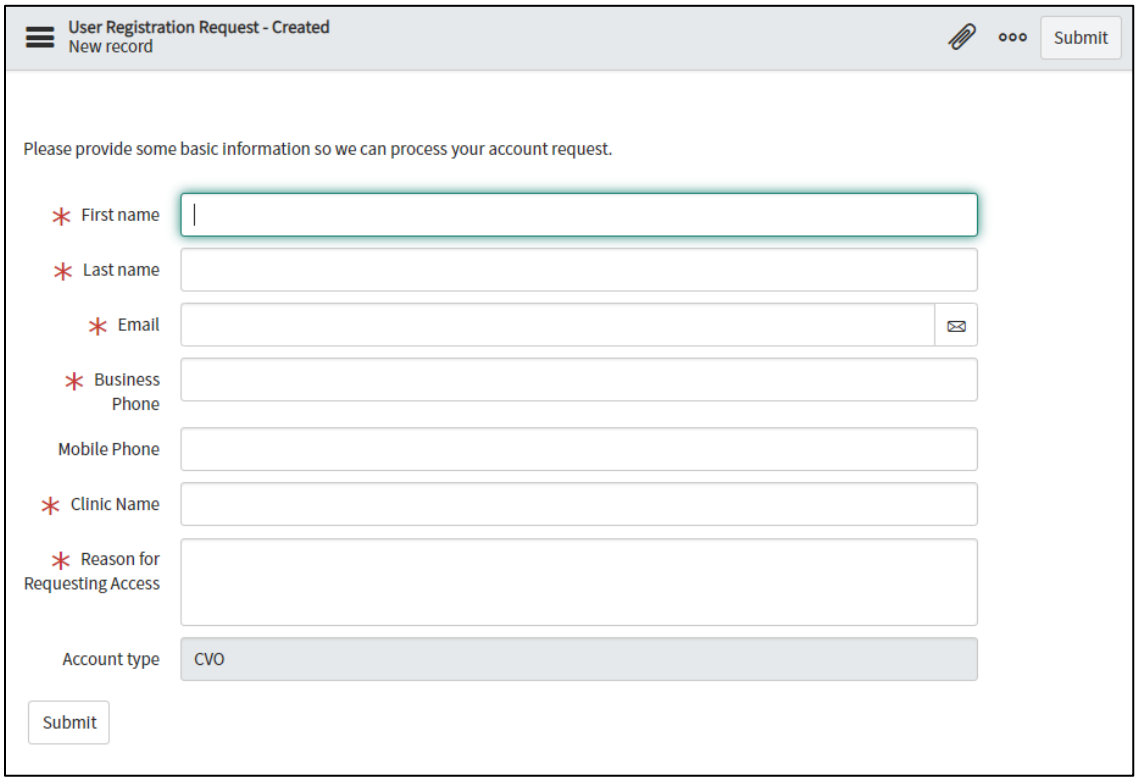


NOTE: *If you do not yet have a user account, you can request one using the self-registration form. User registration requests are only monitored during standard working hours, Monday – Friday*

Please use the External Non-UPH Users Password Reset link if you need to reset your password. For further assistance with your password or access issues with ServiceNow please contact the IT Help Desk at:

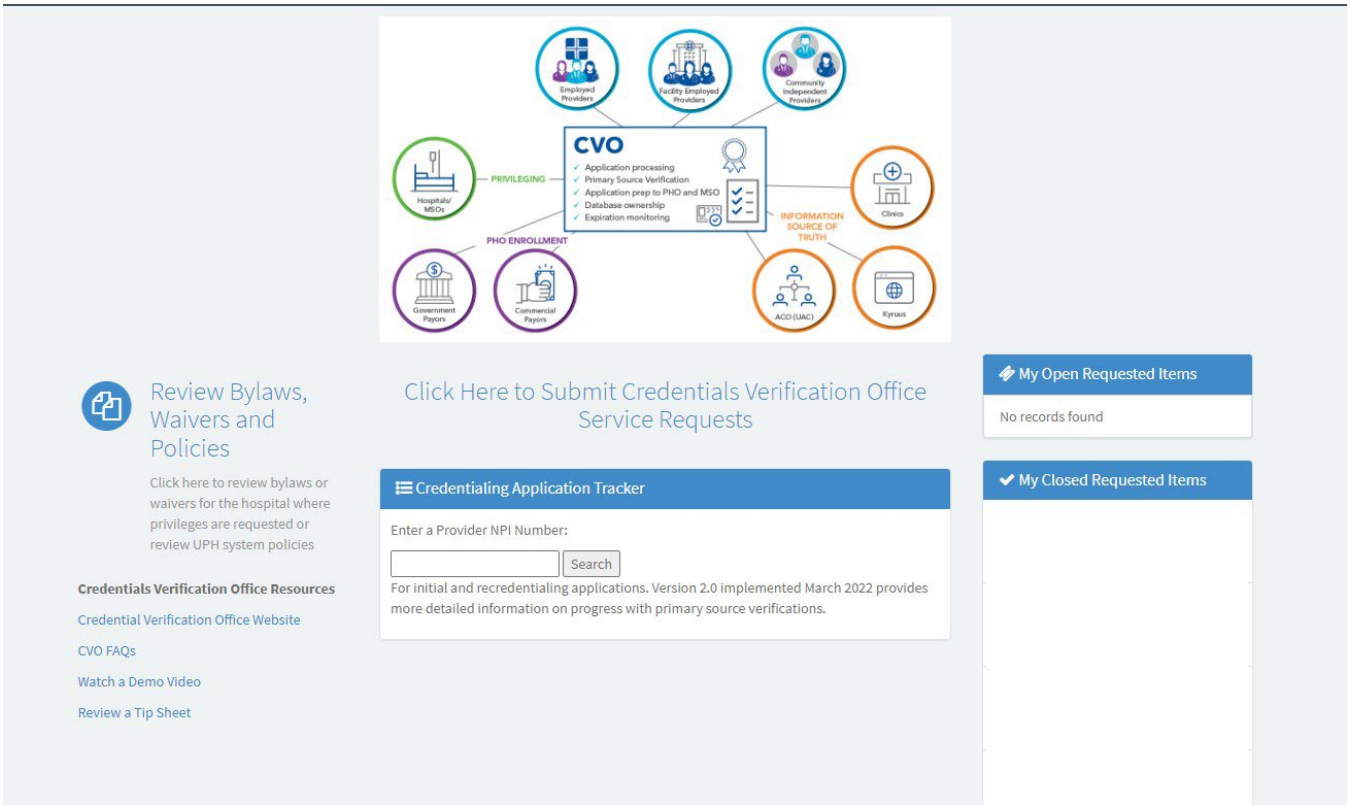
1 (800) 681-2060

Account Registration Fields



The CVO ServiceNow Home Page

Upon login you will be taken to the CVO ServiceNow Home Page where you will see a few options



Link for ServiceNow Request submission

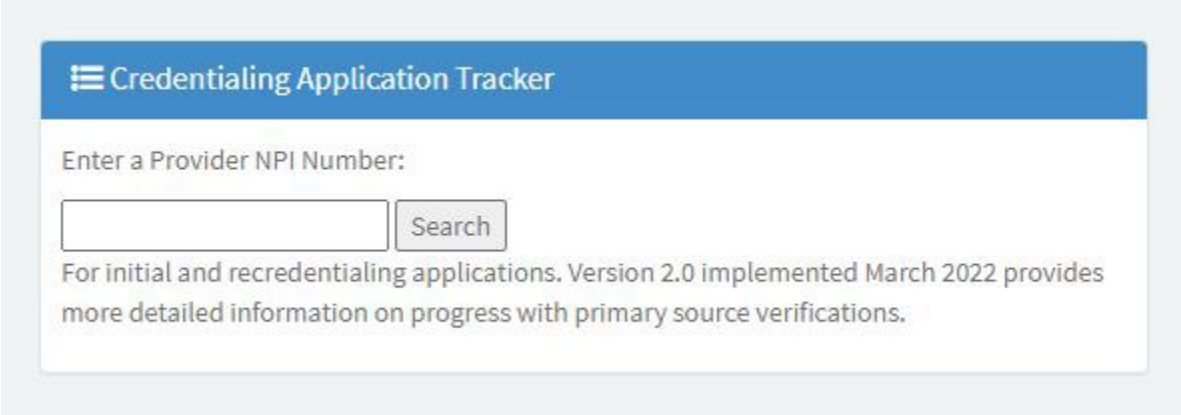
Select the “Click Here to Submit Credentials Verification Office Service Requests” to open the service now request system

This is the option you will select when submitting a new request to the CVO. There are selections for:

- **Initial Application Request or Additional Hospital Location** – to be used when you/your Provider are requesting Privileges at a new Hospital.
- **Additional Hospital Privileges** – to be used when you/your Provider are requesting additional Privileges at a Hospital that Privileges are already held at. For example, when you receive additional training to perform a new procedure.
- **Additional Clinic or Billing Location** – to be used when you need to update your clinical practice locations and/or billing address.
- **Practitioner/Provider Name Change** – to be used when you/your Provider have a legal name change.
- **Practitioner/Provider Termination** – to be used when you/your Provider needs to resign their Hospital Privileges and/or PHO participation.
- **Other CVO/PHO Questions or Concerns** – to be used for various purposes such as updating a Telemedicine Provider Home Address, updating a Delegated Credentialing Contact, and general questions/concerns.

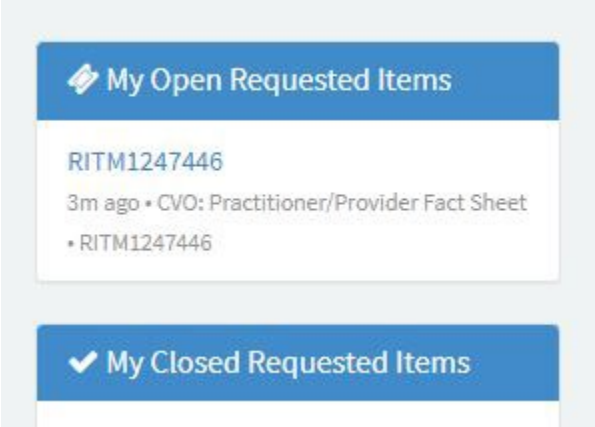
The Credentialing Application Tracker

You can search the NPI to check status on your application process once you have submitted a portal application

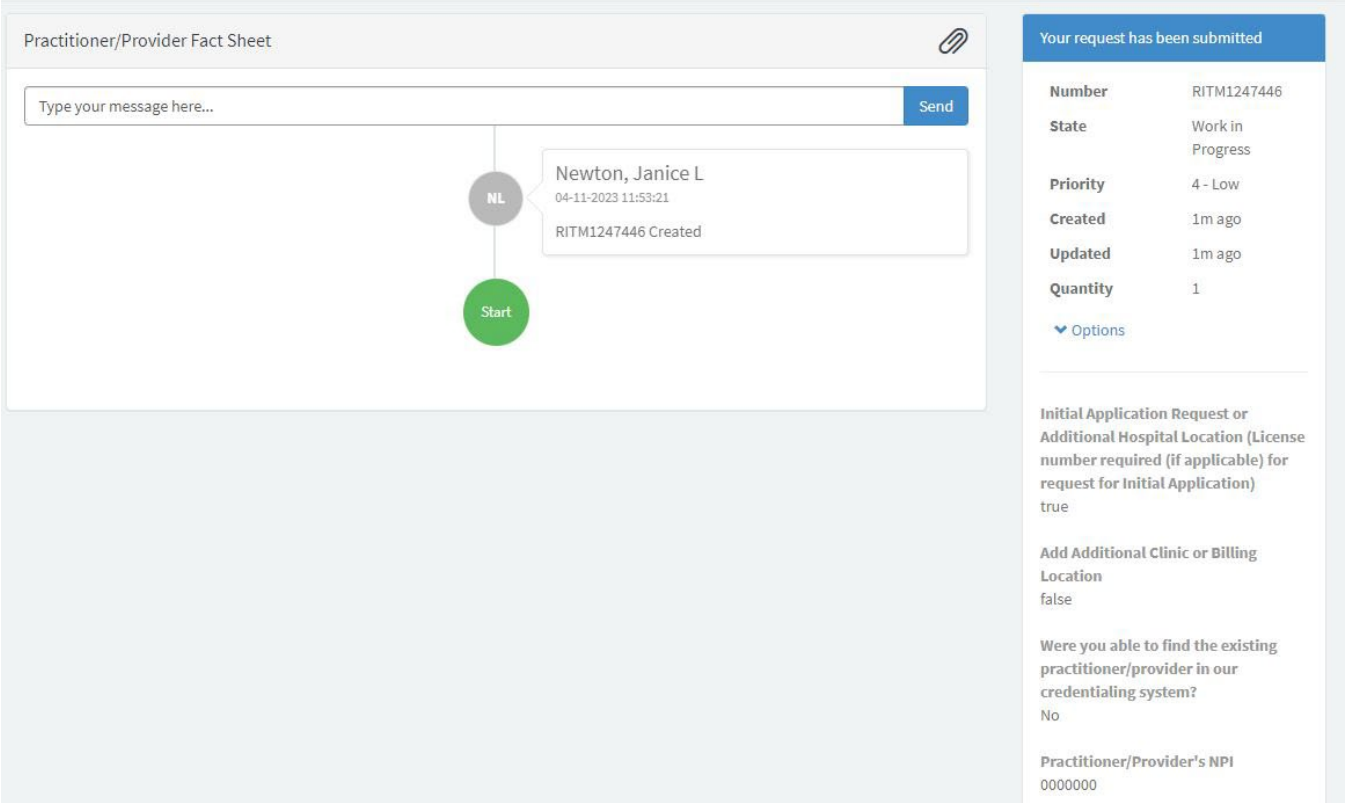


My Open and Closed Requested Items

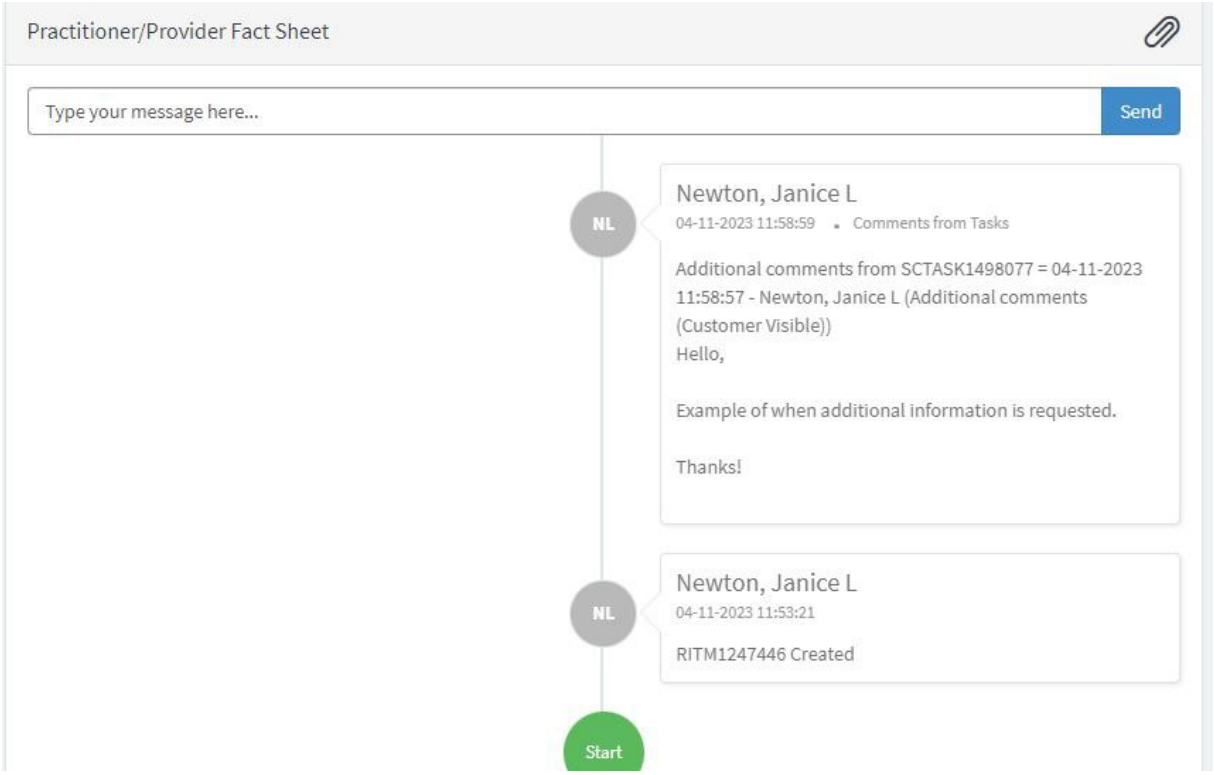
You can see your open CVO ServiceNow requests here, you can view them to check status and/or add additional information or make updates to existing requests such as a start date change. You can also view and re-open closed requests.



Click on the request ID to view more details, in this example it is “RITM1247446” – you will be taken to the Practitioner/Provider Fact Sheet that summarizes all of the information you provided in your request.

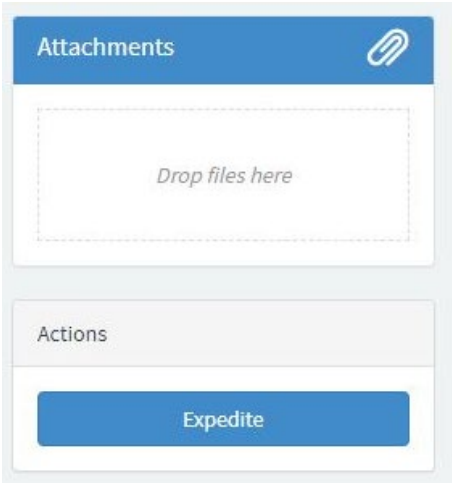


If you need to add additional information or attachments you can do that here



Type in your message/updates and/or upload an attachment here and it will be added to your ServiceNow request:

You can also add attachments and expedite your request at the bottom of the page



Review CVO and UPH Hospital Bylaws, Policies, and Waivers

Links to Bylaws, Policies, and Waivers related to the CVO and UPH Hospital where privileges are requested

CVO Resources

Links to resources such as the CVO webpage, our FAQ, and Tip Sheets