

# Credentials Verification Office

## ServiceNow Request Tip Sheet – New/Initial

### Application Instructions for Providers and Delegates

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**

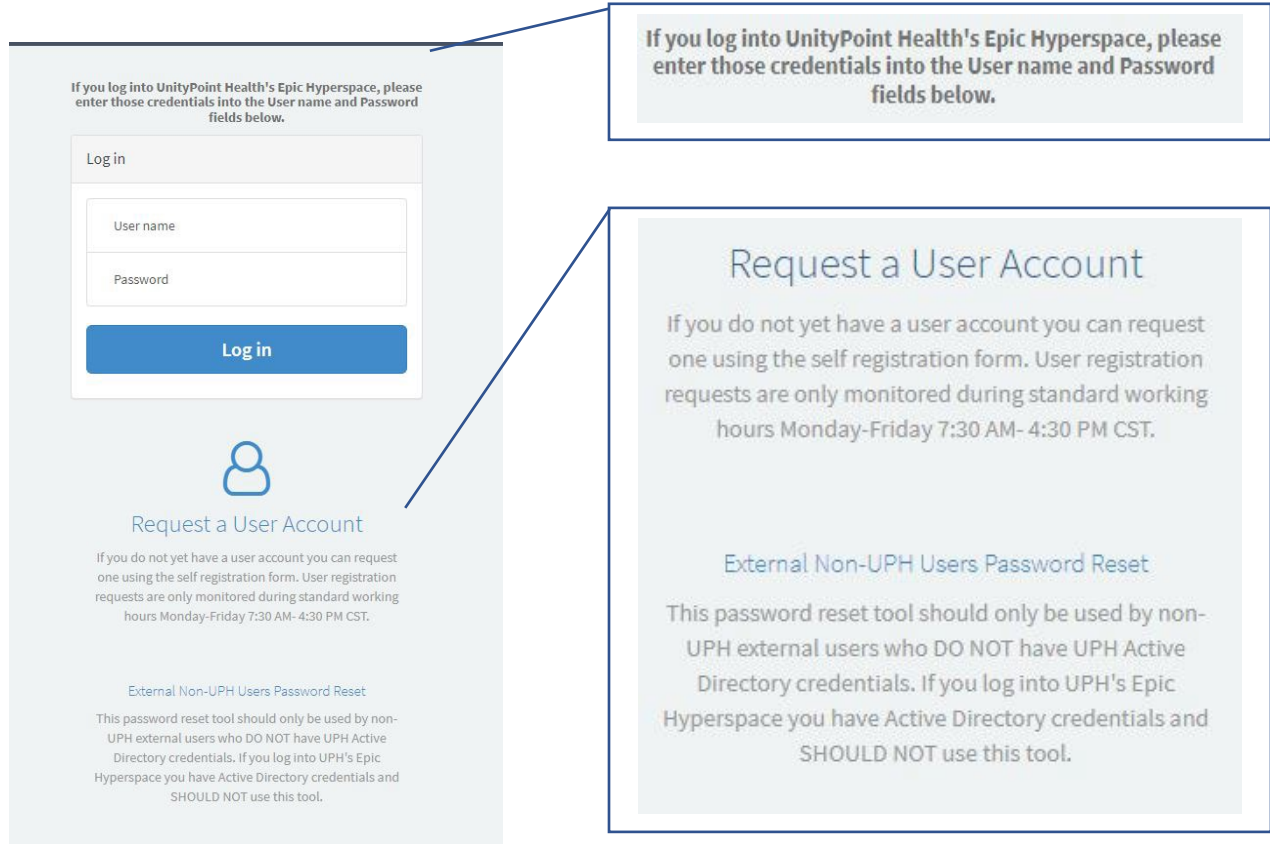
The screenshot shows the UnityPoint Health website for the Credentials Verification Office (CVO). At the top left is the UnityPoint Health logo. To the right are links for MyUnityPoint, Pay Bill, and Privacy Policy. Below these are navigation links: FIND A LOCATION, FIND A SERVICE, FIND A DOCTOR, JOIN OUR TEAM, and GET CARE NOW. A secondary navigation bar includes About Us, Patients & Visitors, Giving, and News & Articles. The main header area features the text 'Credentials Verification Office (CVO)' and a contact box with the phone number (515) 241-7977, email UPH\_CVO@unitypoint.org, and office hours: Monday-Friday, 7 a.m. to 5 p.m. CST. Below the header is a horizontal menu with four items: SERVICE NOW TICKET REQUEST (circled in red), INITIAL CREDENTIALING, RE-CREDENTIALING, and CONTACT INFORMATION. On the left side, there are buttons for ABOUT UNITYPOINT HEALTH and IN THIS SECTION. The main heading on the right reads 'UnityPoint Health Credentials Verification Office (CVO)'.

## 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



The image shows a screenshot of the UnityPoint Health login page. At the top, it says: "If you log into UnityPoint Health's Epic Hyperspace, please enter those credentials into the User name and Password fields below." Below this is a "Log in" section with fields for "User name" and "Password", and a blue "Log in" button. Below the login section is a "Request a User Account" section with a person icon and text: "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 7:30 AM- 4:30 PM CST." Below that is an "External Non-UPH Users Password Reset" section with text: "This password reset tool should only be used by non-UPH external users who DO NOT have UPH Active Directory credentials. If you log into UPH's Epic Hyperspace you have Active Directory credentials and SHOULD NOT use this tool." Two callout boxes are present: one pointing to the login fields with the text "If you log into UnityPoint Health's Epic Hyperspace, please enter those credentials into the User name and Password fields below." and another pointing to the "Request a User Account" section with the text "Request a User Account" and "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 7:30 AM- 4:30 PM CST." A third callout box points to the "External Non-UPH Users Password Reset" section with the text "External Non-UPH Users Password Reset" and "This password reset tool should only be used by non-UPH external users who DO NOT have UPH Active Directory credentials. If you log into UPH's Epic Hyperspace you have Active Directory credentials and SHOULD NOT use this tool."

**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

☰ User Registration Request - Created  
New record 📎 ⋮ Submit

Please provide some basic information so we can process your account request.

\* First name

\* Last name

\* Email  ✉

\* Business Phone

Mobile Phone

\* Clinic Name

\* Reason for Requesting Access

Account type

Submit

## The CVO ServiceNow Home Page

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

**CVO**

- Application processing
- Primary Source Verification
- Application prep to PHO and MSO
- Database ownership
- Expiration monitoring

**PRIVILEGING**

- Hospital/MSOs

**PHO ENROLLMENT**

- Government Payers
- Commercial Payers

**INFORMATION SOURCE OF TRUTH**

- Clinics
- ACD (MAC)
- Signers

**Employed Providers**

**Facility Employed Providers**

**Community Independent Providers**

**Review Bylaws, Waivers and Policies**

Click here to review bylaws or waivers for the hospital where privileges are requested or review UPH system policies

**Credentials Verification Office Resources**

- [Credential Verification Office Website](#)
- [CVO FAQs](#)
- [Watch a Demo Video](#)
- [Review a Tip Sheet](#)

**Click Here to Submit Credentials Verification Office Service Requests**

**Credentialing Application Tracker**

Enter a Provider NPI Number:

For initial and recredentialing applications. Version 2.0 implemented March 2022 provides more detailed information on progress with primary source verifications.

**My Open Requested Items**

No records found

**My Closed Requested Items**

Link for ServiceNow Request submission

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

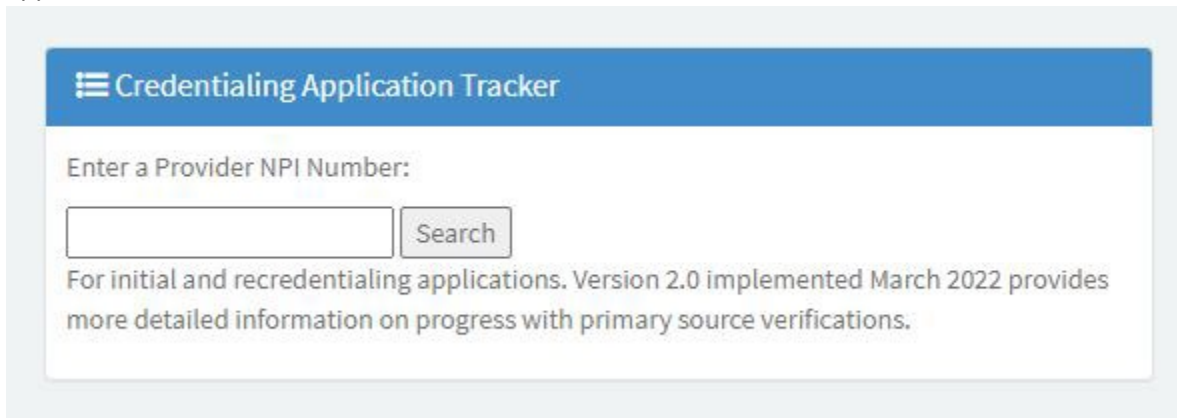


This is the option you will select when submitting a new request to the CVO. There are selections for:

- **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

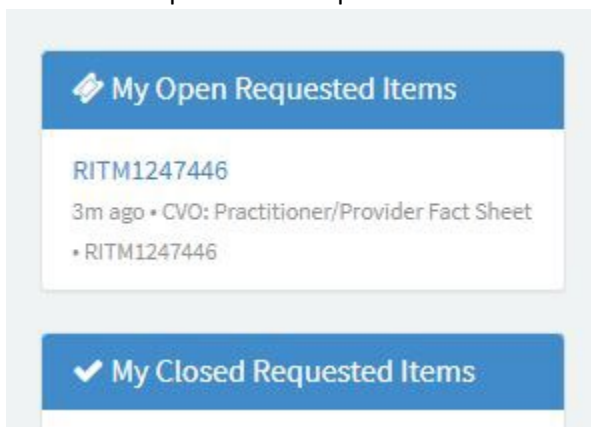
You can search the NPI to check status on your application process once you have submitted a portal application



The screenshot shows a web interface titled "Credentialing Application Tracker". It features a search bar with the placeholder text "Enter a Provider NPI Number:" and a "Search" button. Below the search bar, there is a note: "For initial and recredentialing applications. Version 2.0 implemented March 2022 provides more detailed information on progress with primary source verifications."


## 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.



The screenshot shows two sections of a web interface. The top section is titled "My Open Requested Items" and contains a single request entry: "RITM1247446", "3m ago • CVO: Practitioner/Provider Fact Sheet", and "• RITM1247446". The bottom section is titled "My Closed Requested Items" and is currently empty.

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.

Practitioner/Provider Fact Sheet 


Type your message here... Send

**NL** Newton, Janice L  
04-11-2023 11:53:21  
RITM1247446 Created

**Start**

**Your request has been submitted**

<b>Number</b>	RITM1247446
<b>State</b>	Work in Progress
<b>Priority</b>	4 - Low
<b>Created</b>	1m ago
<b>Updated</b>	1m ago
<b>Quantity</b>	1

 Options

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**Initial Application Request or Additional Hospital Location (License number required (if applicable) for request for Initial Application)**  
true

**Add Additional Clinic or Billing Location**  
false

**Were you able to find the existing practitioner/provider in our credentialing system?**  
No

**Practitioner/Provider's NPI**  
0000000





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

The screenshot shows a message thread in a ServiceNow interface. At the top, there is a header bar with the text "Practitioner/Provider Fact Sheet" and a paperclip icon. Below this is a text input field with the placeholder "Type your message here..." and a blue "Send" button. The message history consists of two messages from "Newton, Janice L":  
1. A message dated "04-11-2023 11:58:59" with the subject "Comments from Tasks". The body text reads: "Additional comments from SCTASK1498077 = 04-11-2023 11:58:57 - Newton, Janice L (Additional comments (Customer Visible))", "Hello,", "Example of when additional information is requested.", and "Thanks!".  
2. A message dated "04-11-2023 11:53:21" with the subject "RITM1247446 Created".  
At the bottom of the thread is a green circular icon labeled "Start".

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

This screenshot shows the input area of the ServiceNow interface. It features a header bar with "Practitioner/Provider Fact Sheet" and a paperclip icon. Below the header is a text input field with the placeholder "Type your message here..." and a blue "Send" button.

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

This screenshot shows the bottom section of the ServiceNow interface. It contains two main components:  
1. An "Attachments" section with a blue header and a paperclip icon. Below the header is a dashed rectangular box with the text "Drop files here".  
2. An "Actions" section with a light gray header. Below the header is a blue button labeled "Expedite".

## 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



## Initial Application Request or Additional Hospital Location

### First Steps and Information to have on hand

1. The first and most crucial step to submitting a Request is to have the information needed on hand.
  - a. NPI
  - b. Full Name of the Provider (First/Middle Initial/Last)
  - c. Provider's Credentials/Degree (ex: MD, ARNP, etc)
  - d. Provider's Last four (4) SSN
  - e. Provider's Date of Birth
  - f. Provider's Gender
  - g. Provider's Phone Number
  - h. Provider's E-mail
  - i. Delegate Credentialing Contact Name and E-Mail if applicable
  - j. Requested Start Date
  - k. Illinois and/or Iowa License Number(s)
  - l. Be prepared to answer the following questions:
    - i. Is this Practitioner/Provider currently completing their residency? – if YES you will need the estimated completion date
    - ii. Is this Practitioner/Provider currently completing their fellowship? – if YES you will need the estimated completion date
    - iii. Is this Practitioner/Provider's current medical license under any current sanctions or probation in the state where the provider will provide service? – if YES you will need to provide an explanation
    - iv. Has this Practitioner/Provider worked for UnityPoint Health or any of its affiliates in the past? – if YES you will need to provide more information
  - m. Clinic Practice Location(s) such as all clinical locations where patients are seen, mailing address, and billing address as applicable
  - n. Hospital(s) that privileges are being requested for if applicable
  - o. Supporting Documents as needed, ex: CV, additional information, copy of licensure, etc.
    - i. **NOTE:** Please ensure your supporting documents are **PDF, Word, and Excel format. PNG/JPEG/other image types will not load in the Service Now ticketing system and cannot be viewed.**

### Submitting a Request

1. Once you have confirmed you have the correct information for your request, go to the CVO ServiceNow site (you may need to login):  
<https://unitypoint.service-now.com/cvo>  
Select the Click Here to Submit Credentials Verification Office Service Requests





- From the options listed you will select “Initial Application Request or Additional Hospital Location” and then the “Next” button.

## Credentials Verification Office Service Requests

Credentials Verification Office Service Requests



Home



Choose Options



Summary

Please select your request(s) from the options listed below.

For Initial Application requests, it will take 5-7 business days from submission of the ticket to the launch of the portal.



- Initial Application Request or Additional Hospital Location (License number required (if applicable) for request for Initial Application)
- Add Additional Clinic or Billing Location
- Add Additional Hospital Privileges

MSOW Internal Database Support ⓘ

*These are database support or data correction requests, specifically for UnityPoint employees who have access to MSOW. ✕*



### 3. Complete all of the required fields


**CVO: Practitioner/Provider Fact Sheet**    Practitioner/Provider Fact Sheet    Options  

7 Days Delivery

\* Were you able to find the existing practitioner/provider in our credentialing system?

\* Practitioner/Provider's NPI

\* Practitioner/Provider First Name

\* Practitioner/Provider Middle Initial 


\* Practitioner/Provider Last Name


\* Practitioner/Provider Credentials

\* Practitioner/Provider Last 4 of SSN


\* Practitioner/Provider Date of Birth (MM-DD-YYYY)

\* Practitioner/Provider Gender

\* Practitioner/Provider Phone Number 

\* Practitioner/Provider Email: This must be the PROVIDER's direct email as it will be used for sending links to the Provider Portal. 

Delegate's Name

Delegate's Email 

In the Start Date field enter the contract or clinic start date. This will auto-populate to 90 days in the future, you can adjust the date field as needed.

The recommended timeframe to allow for CVO processing, Medical Staff membership/privileging approval and/or payer enrollment is 90-120 days.

- Provider start dates should be between 90-120 days out from the date you are entering this SN ticket.
- **If this is a UPH billing provider and the start date is sooner than the 90 day window, claim denials and write-offs may occur.**
  - The requestor should be making the Regional Hiring Director aware of this risk for validation of accurate start date.
- If this date changes after submission, you will need to resubmit a new request or update your existing open request.

\* Start Date ⓘ

Enter the contract or clinic start date. The recommended timeframe to allow for CVO processing, Medical Staff membership/privileging approval and/or payer enrollment is 90-120 days. ✕

- Provider start dates should be between 90-120 days out from the date you are entering this SN ticket.
- **If this is a UPH billing provider and the start date is sooner than the 90 day window, claim denials and write-offs may occur.**
  - The requestor should be making the Regional Hiring Director aware of this risk for validation of accurate start date.
- If this date changes after submission, you will need to resubmit a new request.

07-10-2023

90 Day Anticipated Start Date from Today Is:

07-10-2023

Enter the Illinois and/or Iowa licensure numbers, if your licensure is pending please indicate that. We may be able to begin application processing if your licensure has not yet been issued but credentialing cannot be completed with the CVO without an active license in the appropriate state.

Enter license number(s) for state(s) where requesting to practice

IL 000.000000

Answer the questions appropriately and provide date(s) and explanations as needed

1. Is this Practitioner/Provider currently completing their residency? – if YES you will need the estimated completion date
2. Is this Practitioner/Provider currently completing their fellowship? – if YES you will need the estimated completion date
3. Is this Practitioner/Provider's current medical license under any current sanctions or probation in the state where the provider will provide service? – if YES you will need to provide an explanation
4. Has this Practitioner/Provider worked for UnityPoint Health or any of its affiliates in the past? – if YES you will need to provide more information

\* Is this Practitioner/Provider currently completing their residency?

\* Date residency will be complete

\* Is this Practitioner/Provider currently completing their fellowship?

\* Date fellowship will be complete

\* Is this Practitioner/Provider's current medical license under any current sanctions or probation in the state where the provider will provide service?

\* Please provide additional information on any current sanctions or probation for this practitioner/provider.

\* Has this Practitioner/Provider worked for UnityPoint Health or any of its affiliates in the past?

\* Please provide additional information regarding previous employment with UnityPoint Health or its affiliates.



At the bottom of the page, there are two areas, one for “Clinic Practice” and one for “Hospital”. Select the “Add” button and **enter all the Clinics the provider will work at and all the Hospitals the provider will need privileges for.**

Credentials Verification Office Portal

Home Choose Options Summary

Add Practitioner/Provider Clinic Practice Information

- For NEW practitioner/providers: Start with the practitioner/provider's primary location and list all clinic practice locations.
- For EXISTING practitioner/providers: Only list the clinics you are requesting be added to the practitioner/provider's profile.
- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc); you must list your hospital based clinic/department.
- If billing is going to be needed, the office MUST be listed here.
- Direct Patient Care Offices – You must list a backup provider/group identified for EACH practice location

Practitioner/Provider Fact Sheet Clinic Practice Information

Add Remove All

Actions	Location	Does the provider need to have billing for this office location?	Is this office an existing UnityPoint Heal
<div style="text-align: center;"> <span>◀</span> <span>▶</span> </div>			

Use the Add button below to enter all UnityPoint Health hospitals where privileges are being sought.

- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc.); you must list your hospital based clinic/department above in the Clinic section.
- Direct Patient Care Providers – You must list a backup provider/group for each hospital you are requesting privileges

Practitioner/Provider Fact Sheet Hospital Information

Add Remove All

Actions	Hospital	Is this hospital the primary practice hospital for the practitioner/provider?	Direct Patient Care Backup
<div style="text-align: center;"> <span>◀</span> <span>▶</span> </div>			

Add attachments



For each **Clinic**, please enter the location by selecting “Add”

- For **NEW** practitioner/providers: Start with the practitioner/provider's primary location and **list all clinic practice locations**.
- For **EXISTING** practitioner/providers: Only list the clinics you are requesting be added to the practitioner/provider's profile.
- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc); you must list your hospital-based clinic/department.
- If billing is going to be needed, the office **MUST** be listed here.
- Direct Patient Care Offices – You must list a backup provider/group identified for **EACH** practice location

Add Practitioner/Provider Clinic Practice Information ⓘ

- For NEW practitioner/providers: Start with the practitioner/provider's primary location and list all clinic practice locations.
- For EXISTING practitioner/providers: Only list the clinics you are requesting be added to the practitioner/provider's profile.
- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc); you must list your hospital based clinic/department.
- If billing is going to be needed, the office **MUST** be listed here.
- Direct Patient Care Offices – You must list a backup provider/group identified for EACH practice location

Practitioner/Provider Fact Sheet Clinic Practice Information

Actions	Location	Does the provider need to have billing for this office location?	Is this office an existing UnityPoint Health Epic department or does a new
---------	----------	--	--

You will receive a pop-up window (screenshot on the following page) allowing you to search for an existing location or add one as needed.

Established practice locations can be found by typing in the clinic practice name, street address, city, or zip code. You may search on a “wildcard” basis by using an asterisk (\*). (For example, you may enter “\*urgent care” to see all locations with “urgent care” in the name.)

Search input: zu

zUnityPoint Health	1776 West Lakes Pkwy, STE 400	West Des Moines	IA	50266
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\* Is this office an existing UnityPoint Health Epic department or does a new UnityPoint Health Epic department need built?

If you are unable to find a desired location, enter “Not Found” and enter the information in the last section.

To finalize the information for Clinics, click on the blue “Add” button on the pop-up and they will then show in your request.

Practitioner/Provider Fact Sheet Clinic Practice Information

Actions	Location	Does the provider need to have billing for this office location?	Is this office an e
<input type="button" value="✕"/> <input type="button" value="✎"/>	zUnityPoint Health	No	Not Applicable



Add Location Pop-Up Window:

Add Row ✕

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**Location** ?

Established practice locations can be found by typing in the clinic practice name, street address, city or zip code. Wildcard searches can also be executed by using an \* (i.e., \*urgent care to return all locations with urgent care in the name). ✕

If you are unable to find the desired location enter Not Found.

For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc); you must list your hospital based clinic / department.

If billing is going to be needed, the office MUST be listed here.

**Does the provider need to have billing for this office location?**

-- None -- ▼

**Is this office an existing UnityPoint Health Epic department or does a new UnityPoint Health Epic department need built?**

-- None -- ▼

**Employment Status** ?

Select the proper employment status of the provider for the clinic location selected. ✕

If the practitioner/provider is NOT at a UPH clinic location, choose "Independent - Not UPH Employed" from the selections below.

-- None -- ▼

**Expertise** ?

Select the expertise the provider will practice at the clinic location selected. ✕

- If this provider is a telemedicine provider, choose the applicable specialty that begins with 'Telemedicine - '.

Patient Care Backup Provider/Group

**Supervising Physician** ?

ARNP/PA providers must have a supervising physician identified. Enter the supervising physician at the clinic location selected. ✕



For each **Hospital** you will need privileges for, please enter the location by selecting “Add”

- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc.); you must list your hospital-based clinic/department above in the Clinic section.
- Direct Patient Care Providers – You must list a backup provider/group for each hospital you are requesting privileges

Use the Add button below to enter all UnityPoint Health hospitals where privileges are being sought. ⓘ

- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc.); you must list your hospital based clinic/department above in the Clinic section.
- Direct Patient Care Providers – You must list a backup provider/group for each hospital you are requesting privileges

Practitioner/Provider Fact Sheet Hospital Information

Actions	Hospital	Is this hospital the primary practice hospital for the practitioner/provider?	Direct Patient Care Backup Provider/Group	Supervising F
[Empty table body with scroll bar]				

You will receive a pop-up window (screenshot on the following page) allowing you to search for the UPH Hospital you want to apply for privileges at.

Select options from the dropdown selections for the Hospital.

\*Hospital

-- None --

-- None --

Anamosa, IA – UnityPoint Health – Jones Regional Medical Center

Bettendorf, IA – UnityPoint Health – Trinity Bettendorf

Cedar Rapids, IA – UnityPoint Health – St. Luke’s Hospital

Des Moines, IA – UnityPoint Health – Iowa Health Des Moines

Select options from the dropdown selections for the Privileges.

\*Please identify the specialty this practitioner/provider will be practicing at the hospital.

Addiction Medicine

Adolescent Medicine

Aerospace Medicine

Allergy

Allergy and Immunology

Alternative Medicine

To finalize the request for Hospital privileges, click on the blue “Add” button on the pop-up and they will then show in your request.



Add Hospital Pop-Up Window:

Add Row ✕

\* Hospital

\* Is this hospital the primary practice hospital for the practitioner/provider? ?  
A practitioner/provider should only have 1 hospital identified as their primary practice hospital. ✕

Direct Patient Care Backup Provider/Group

Supervising Physician ?  
ARNP/PA providers must have a supervising physician identified. Enter the supervising physician for the hospital selected. ✕

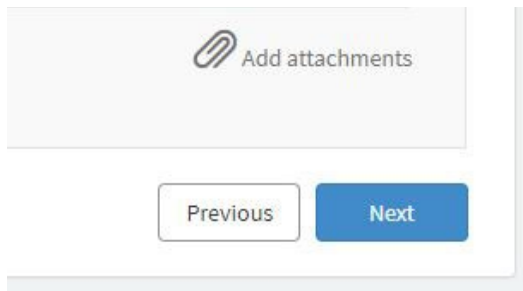
\* Seeking Hospital Privileges?

\* Please identify the specialty this practitioner/provider will be practicing at the hospital.

Please identify an additional specialty this practitioner/provider will be practicing at the hospital.

Please identify an additional specialty this practitioner/provider will be practicing at the hospital.

At the very bottom of the request form, you can add attachments.



4. Once complete, you will hit Next and will be taken to the page below where you can edit or submit your Request.

## Credentials Verification Office Service Requests

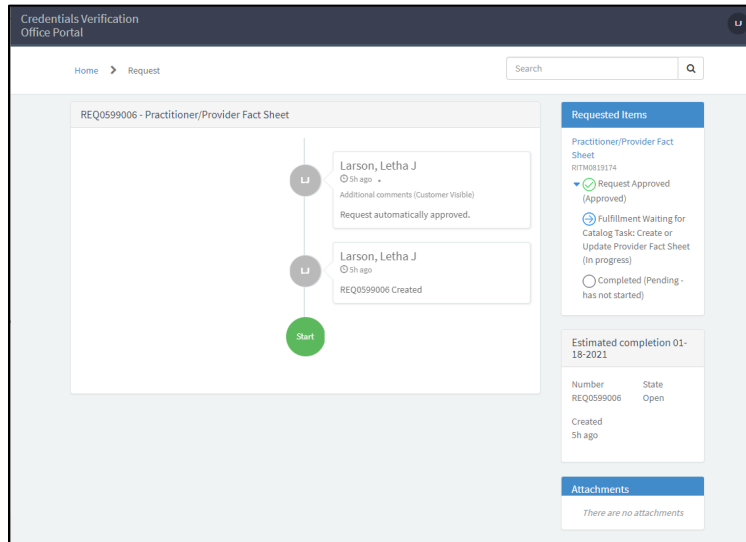
Credentials Verification Office Service Requests

Home Choose Options Summary

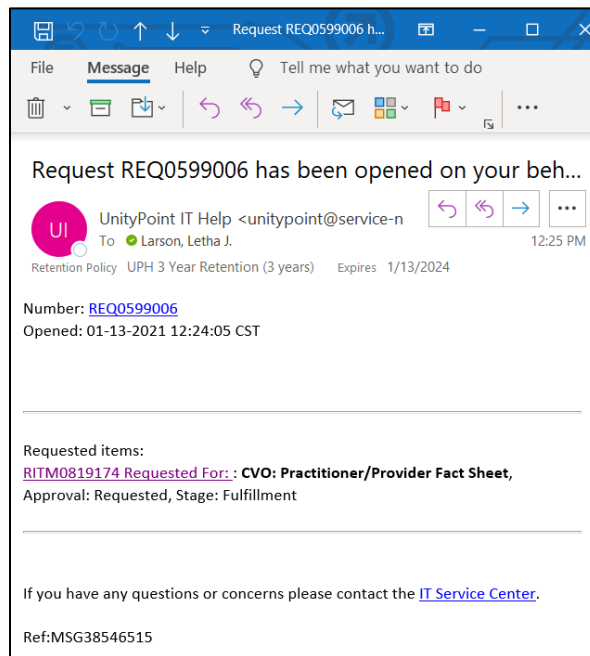
Order Guide Details	Quantity	Price (ea.)	Recurring (ea.)
CVO: Practitioner/Provider Fact Sheet	1	---	---

Edit Options Submit

5. When you complete the request, you will receive immediate notification on the CVO ServiceNow website:



You will also receive a confirming email from UnityPoint IT Help (unitypoint@service-now.com). It will look similar to the below:



After review of your initial application request by the CVO additional information may be requested and/or a “welcome” email will be sent to the provider (and delegate, if a delegate has been named) with a link to the provider portal for completion of the online application.