

## CVO Frequently Asked Questions

### **What is a CVO?**

Credentials Verification Organization (CVO) is a centralized service that conducts the investigation of provider applicants to the PHS' delivery system. It performs functions such as primary source verification, ongoing monitoring of government web sites, and maintenance of expired documents.

### **How do I request an initial application?**

- We use an online portal
  - Visit [www.phs.org/CVO](http://www.phs.org/CVO) and click on **Initial Application Request** located on the left-hand side bar menu or click on link <https://www.phs.org/providers/our-networks/delivery-system/credentials-verification/Pages/initial-application.aspx>
  - Complete all required fields and hit Submit at the bottom of the form upon completion

### **How soon will I receive my credentialing application?**

- A Provider Navigator will send an application link within 48 hours of receipt of the application request.
- The Provider Navigator assigned to you, will be able to assist with any questions you may have during the Credentialing/Privileging process.

### **Should I submit my credentialing application even though I don't have all the certificates/information requested (i.e. NM License, CSR, DEA, etc..)?**

- Yes. You can submit your credentialing application without the requested documentation; however, you should provide an explanation for the omission (i.e., state licensure application in process, DEA registration in process, etc.). Although the CVO can begin processing your application, your application will not be considered complete until all required documentation and information has been received.

### **How long will it take to process my application?**

- The CVO obtains primary source verification and most applications are processed within 60-90 days. Time may vary depending on issuance of all NM licensure.

### **What is the Primary Source Verification (PSV) process?**

- The process by which the organization verifies credentialing information directly from the entity that originally conferred or issued the credential to the practitioner (e.g., state licensing board)
  - **Initial Application (Five year look back period – may go back further if required):**
    - All current and past hospital affiliation
    - All current and past employment
    - All current and past malpractice insurance carriers (claims history)
    - All current and past state licensures, DEA, and state board pharmacy certificates

- All current and past board certifications
- All relevant medical/professional school and post-graduate training
- Five (5) peer references are required and three (3) must be collected
- Query of Sam.gov and OIG
- Query of NPDB, if applicable
- **Reappointment Application (Two year look back period – may go back further if required):**
  - All current hospital affiliation
  - All current employment
  - All current malpractice insurance carriers (claims history)
  - All current state licensures, DEA, and state board pharmacy certificates
  - All current board certifications
  - All applicable training if taken in the past two (2) years
  - Three (3) peer references are required and two (2) must be collected
  - Query of Sam.gov and OIG
  - Query of NPDB if applicable

### **How can I help with my credentialing process?**

- Be an active & responsive participant in the process as well as follow all instructions and ensure all information is provided

### **How does my application get approved?**

- The CVO sends completed applications to the appropriate PHS facility's Medical Staff Affairs Office. It is the MSA office's responsibility to confirm that the processed application meets the Medical Staff's requirements for membership and privileges.
- The MSA Office personnel navigates the application through the Medical Staff's review and approval process, which ends with the Hospital Board making the final decision.

The MSA Office will provide the applicant with notification of the final decision.

### **Is there a charge for your services?**

- Yes
  - Initial Applications: \$300.00 per application
  - Reappointment Applications: \$100.00 per application
- You can pay through our online system by visiting <https://phs.swoogo.com/CVO>
- We accept credit/debit cards (American Express, Master Card, VISA, and Discovery)
- At this time, we are unable to accept electronic fund transfers (EFT)

### **How do I contact the CVO?**

- Hours of operation: M – F 7am – 4:30pm MST, excluding major holidays
- E-mail: [credverorg@phs.org](mailto:credverorg@phs.org)
- Fax: (505) 923-8586
- Mailing address:  
Presbyterian Healthcare Services  
CVO

PO Box 26666  
Albuquerque, NM 87125-6666

- Physical address:  
9521 San Mateo Blvd NE  
Suite 1400 – CVO  
Albuquerque, NM 87113-2237
- Website: [www.phs.org/CVO](http://www.phs.org/CVO)