

Credentials Verification Office (CVO)

Simplified, One-Stop Credentials Verification for All Providers

The new centralized **Credentials Verification Office (CVO)** for UnityPoint Health is now operational. A multi-regional and multi-disciplinary team collaborated throughout 2020 to make the new CVO possible.

A new web page (www.unitypoint.org/cvo) with information on the new CVO has been created for use by UnityPoint Health employed providers, UnityPoint Accountable Care network providers, and other non-employed providers. Please take a moment to view and bookmark the new page, as it is the central location for all CVO information as we go forward. The page will be continually updated with the latest information.

Providers may now [submit requests for applications, questions, and requests for changing or updating information](#) through our new automated system. Recredentialing will also be easier than in the past. Soon, providers will receive an email with a link to pre-populated information from our centralized database, making it easier and faster to complete the process.

The goal of the project has been to develop **a single CVO for UnityPoint Health to process applications, obtain documents necessary for credentialing, and share these records with all facilities where membership and/or privileges are requested**, to streamline our process for both providers and the organization. Our new CVO **will centralize, standardize, and streamline credentialing across the system** with the goal of improving provider satisfaction, improving turnaround time, and decreasing errors.

From an operational standpoint, the credentialing team at the CVO is responsible for processing providers' initial and re-appointment applications and updating provider demographics in the credentialing database. Our Medical Staff Offices will continue to process and approve privileges specific to each hospital affiliate, utilizing information pre-verified by the CVO.

“COVID and the widespread use of telemedicine helped solidify the potential to have our talented providers be able to provide services across our affiliates when the need arises. The new CVO will help facilitate this by reducing redundant paperwork, cost, time and frustration among our providers.”

- Mark Purtle, CVO steering committee sponsor, former Vice President of Medical Affairs for UnityPoint Health – Des Moines

