

Presbyterian CVO Overview

What does CVO stand for?

- Credentials Verification Organization

When did the CVO become effective?

- We officially moved to the Presbyterian Rev. Hugh Cooper Administrative Center (The Coop) on April 2013
- Our services became effective February 1, 2013

What does the CVO do?

- The CVO is a centralized service that performs functions such as primary source verifications, ongoing monitoring of government web sites, maintenance of expired documents, monthly reporting to CVO clients, and standardization of processes, forms, and our credentialing database

Wasn't this service already being performed in the PHS-Medical Staff Affairs (MSA) office?

- Yes
- In order to streamline the process and have a quicker turn-around-time, the primary source functions along with the other duties listed above were separated from the MSA office
- The MSA staff personnel's time is freed to concentrate on privileging and medical/allied health staff requirements such as Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE) criteria

Who do you provide services for?

- We provide services to:
 - PHS Central and Regional Delivery System

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

Presbyterian CVO Overview

- **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
- **PSV requests are sent via fax, email, or verified online**
- Once the PSV is completed, it is given to the CVO Manager or designee
- The application packet is signed off by the CVO Manager or designee; the CVO Credentials Specialist scans the application packet into the credentialing database and sends an e-mail to the CVO client notifying them of the scanned document

When do the Medical Staff Affairs (MSA) staff personnel get involved?

- The MSA staff personnel is charged with reviewing the application packet with the appropriate division/department chief or vice chief, and various hospital committee members
- Each MSA staff is a separate medical/allied health staff and their committee structure and meeting days/times will vary
- You can contact your local Presbyterian Healthcare Services MSA office by clicking [here](#)

What other services does the CVO offer?

- The CVO staff monitors on a monthly basis
 - The Office of Inspector General (OIG) web site
 - The Sam.Gov (The System for Award Management) web site
 - Expiring Documents (Current Medical License, DEA, NM CSR, and Malpractice Insurance)

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 on line system by going to our web site www.phs.org/CVO and selecting the Application Fee (Initial & Reappointment) under the CVO Quick Links section
- We accept credit/debit cards (American Express, Master Card, VISA, and Discovery)
- At this time, we are unable to accept electronic fund transfers (EFT)
- We will accept check by mail if the applicant is unable to pay via the CVO web site

Presbyterian CVO Overview

How do I request an Initial Application?

- We use an online portal product called AppCentral
- Go to our website <https://www.phs.org/CVO> and click on **Hospital Privileges Application** located on the left-hand side bar menu. In the center of the page you will see a link titled **Initial Application Request**.
- Complete the online form. Please note the e-mail listed in the field under the Date of Birth field will receive all online application correspondence including the provider profile (initial application).
- Complete all required fields and hit Submit at the bottom of the form upon completion
- The Presbyterian CVO will submit a link, in order to begin the AppCentral process, to the e-mail that is listed on the Initial Application Request and copy all other emails listed on the form

Who are the CVO staff members?

- | | | |
|-------------------------------------|-------------------------------------|----------------|
| • Sean (Pettis) Lester, CPCS, CPMSM | CVO Manager | (505) 923-5892 |
| • Olivia Chavez | CVO Credentials Coordinator | (505) 923-5536 |
| • Tanya Romero | CVO System Administrator | (505) 923-5843 |
| • Christyna Garcia | CVO Credentials Specialist | (505) 923-7047 |
| • Alisha Sanchez | CVO Credentials Specialist | (505) 923-5705 |
| • Laura Garcia | CVO Credentials Specialist | (505) 923-5401 |
| • Ali Garcia | CVO Credentials Specialist | (505) 923-5499 |
| • Daniella Salazar | CVO Credentials Specialist | (505) 923-5941 |
| • Amber Latham | Onboarding Credentialing Specialist | (505) 923-7971 |
| • Julie Valles | Onboarding Credentialing Specialist | (505) 923-5089 |

How does one contact the CVO?

- Our hours of operation are Monday – Friday 7:00am – 4:30pm MST excluding major holidays
- Our direct phone number is (505) 923-5993
- Our fax number is (505) 923-8586
- Our mailing address is
 - Presbyterian Healthcare Services
 - CVO
 - PO Box 26666
 - Albuquerque NM 87125-6666
- Our physical address is
 - Presbyterian Healthcare Services
 - 9521 San Mateo Blvd NE
 - Suite 1400 – CVO
 - Albuquerque NM 87113-2237
- Our e-mail address is credverorg@phs.org
- Our web site is www.phs.org/CVO