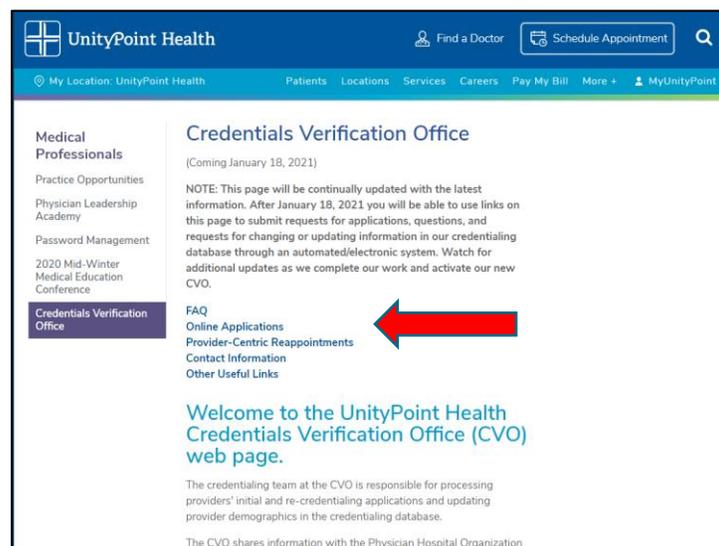


Internet and ServiceNow Instructions for Providers and Delegates

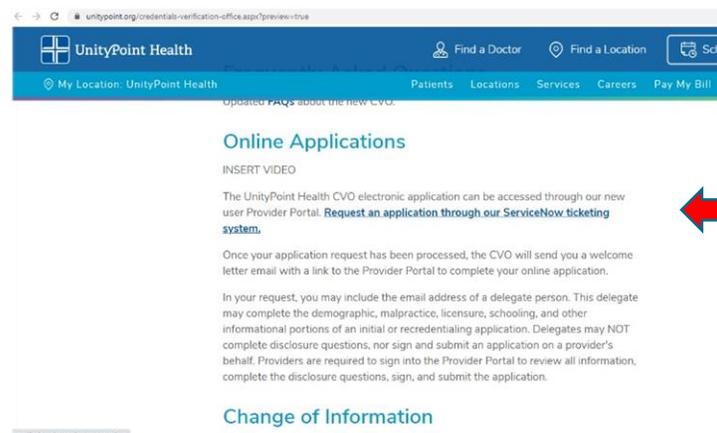
Credentials Verification Office (CVO)

Start from the CVO Internet site: <https://www.unitypoint.org/CVO>

At the top of the page, there are inter-page links for main topics. Select **Online Application** (the second item in the top list).



In the Online Application section, select the link that says [Request an application through our ServiceNow ticketing system.](#)



The web site will open the CVO ServiceNow ticketing site. If you have a UnityPoint login name and password, enter them. If you do not have a UnityPoint login and password, please select “Request a User Account”.

Credentials Verification Office Portal

If you log into UnityPoint Health's Epic Hyperspace, please enter those credentials into the User name and Password fields below.

Login

User name

Password

Login

Request a User Account

If you do not yet have a user account you can request one using the self registration form.

External Non-UPH Users Password Reset

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.

Fill in the requested information and click “Submit”. You will receive an email with your login and password information.

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

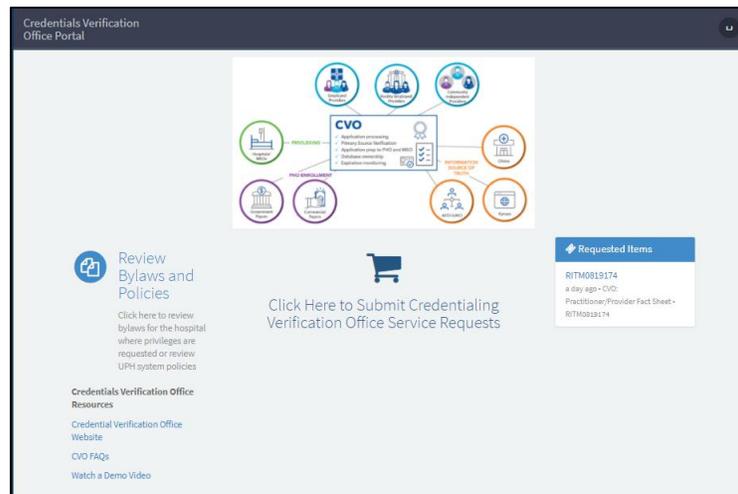
* Reason for Requesting Access

Account type: CVO

Submit

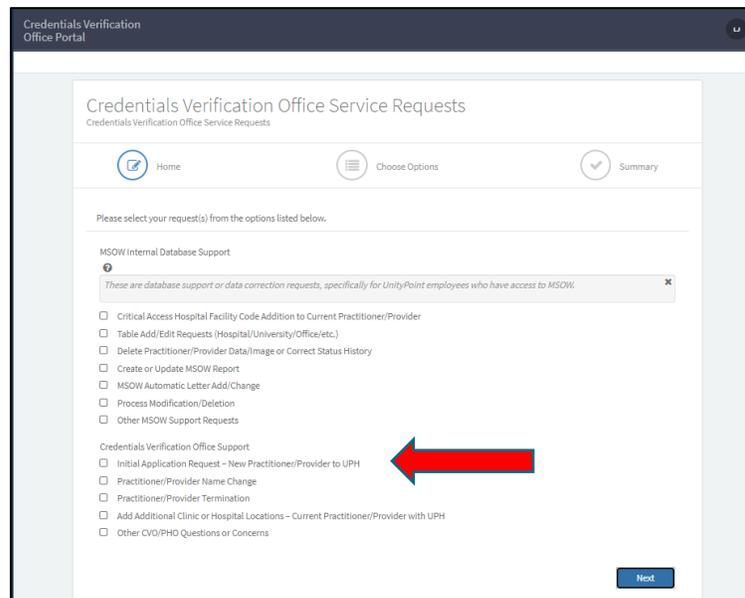
NOTE: If you do not yet have a user account, you can request one using the self-registration form. User registration requests are only monitored during standard working hours, Monday – Friday, 8 a.m. – 5 p.m. CST.

Once you have entered your login and password, you will be directed to this page:



From this page, you can view any of our Medical Staff Office (MSO) bylaws, our system policies or other resources (see arrow above). If you need to contact the CVO, use the “Click Here” text (center of page shown above).

This link takes you to various contact options for the CVO. The top section options are for UnityPoint Health team members. The bottom section options may be used by anyone.

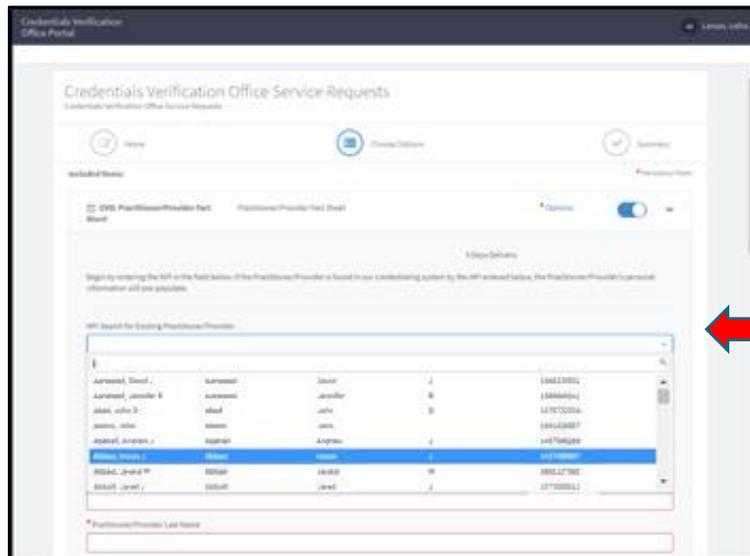


To request an initial application, select this option (see arrow above) and click “Next”.

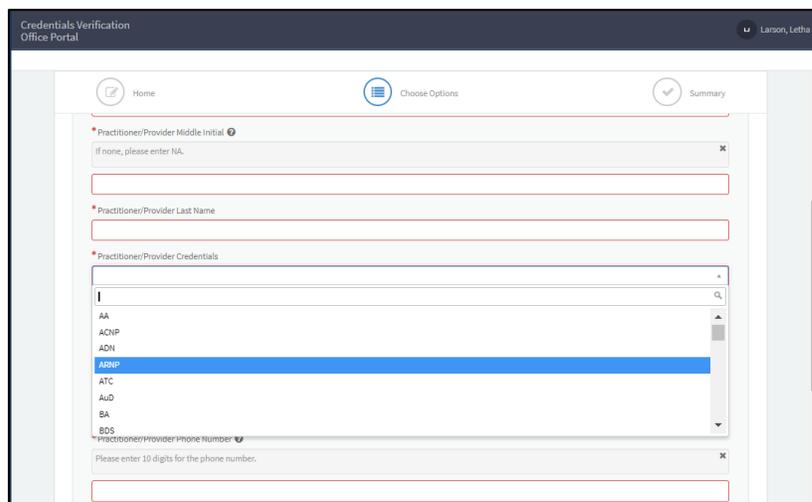
For your initial application, please enter all the requested information. Please note that all items with a **red asterisk (*)** are required.

In the NPI area (highlighted area below), start typing in the NPI number or name of the provider; the NPI numbers or provider names already in our system will show as options. Select the correct one, and the information that we have in our system will automatically populate.

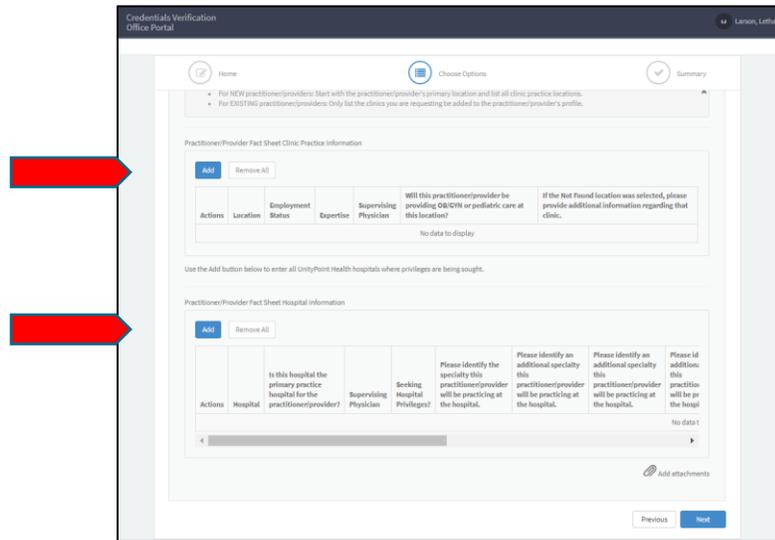
If the NPI number or name is not found in our system, please fill in the required information in the form.



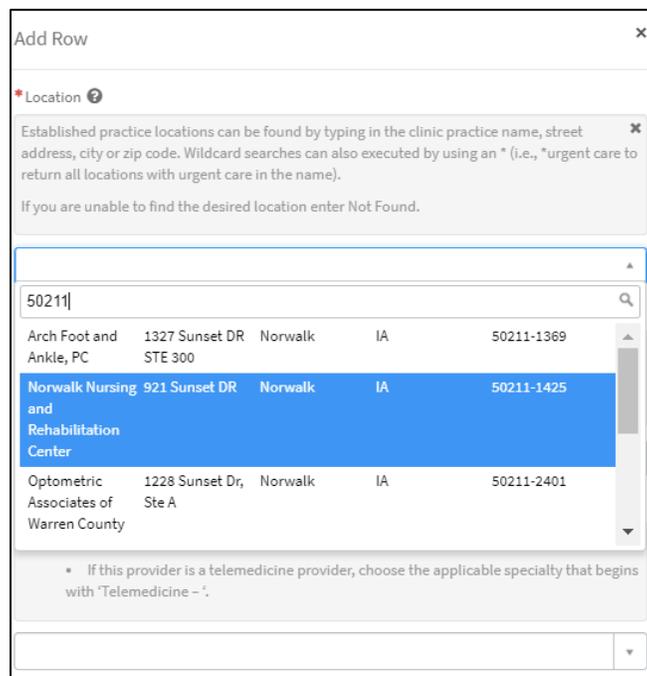
Note that many items have a drop-down list to select from, to assist with our data standardization practice.



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.



For each Clinic, please enter the location. 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.) If you are unable to find a desired location, enter “Not Found”.



To finalize the information for Clinics, click on the blue “Add” button.
For each Hospital you will need privileges for, select options from the dropdown selections, add the requested information. When you are done, click on the blue “Add” button.

The screenshot shows a form titled "Add Row" with a close button (X) in the top right corner. The form contains three main sections:

- Hospital:** A dropdown menu with "-- None --" selected. Below the dropdown is a search bar and a list of hospital options: "-- None --", "UnityPoint Health - Allen Memorial", "UnityPoint Health - Des Moines", "UnityPoint Health - Finley Hospital", "UnityPoint Health - Grinnell Regional", "UnityPoint Health - Iowa Lutheran Hospital" (highlighted in blue), "UnityPoint Health - Iowa Methodist Medical Center", and "UnityPoint Health - Jones Regional".
- Seeking Hospital Privileges?:** A dropdown menu with "-- None --" selected.
- Please identify the specialty this practitioner/provider will be practicing at the hospital:** A dropdown menu.

At the very bottom of the form, click on the blue “Next” button to finalize all of the locations.



When you complete this initial application process, you will receive immediate notification on the site:

The screenshot shows the "Credentials Verification Office Portal" interface. The main content area displays a request for "REQ0599006 - Practitioner/Provider Fact Sheet" with a workflow diagram. The workflow starts with a "Start" button, followed by a step for "Larson, Letha J" (5h ago) where the request was automatically approved. A second step for "Larson, Letha J" (5h ago) shows the request was created. On the right side, there is a "Requested Items" section with a table of request statuses:

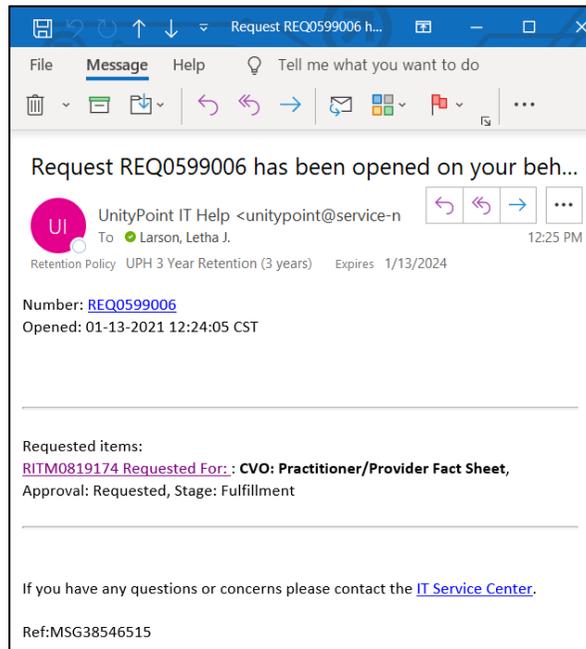
Item	Status
Practitioner/Provider Fact Sheet (REQ0599006)	Request Approved (Approved)
Fulfillment Waiting for Catalog Task: Create or Update Provider Fact Sheet	In progress
Completed (Pending - has not started)	Pending

Below the table, it shows "Estimated completion 01-18-2021" and a summary table:

Number	State
REQ0599006	Open
Created	5h ago

At the bottom, there is an "Attachments" section stating "There are no attachments".

You will also receive a confirming email from UnityPoint IT Help (unitypoint@service-now.com). It will look like this:



When you sign into the CVO ServiceNow site again, you will see all your open requests.

After review of your initial application request by the CVO, 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.

If you have questions or need further assistance, please contact the CVO team via our regular email: UPH_CVO@unitypoint.org.

Updated January 14, 2021