

Credentials Verification Office

ServiceNow Request Tip Sheet – Navigating the CVO ServiceNow Website

Updated September 2024

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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**

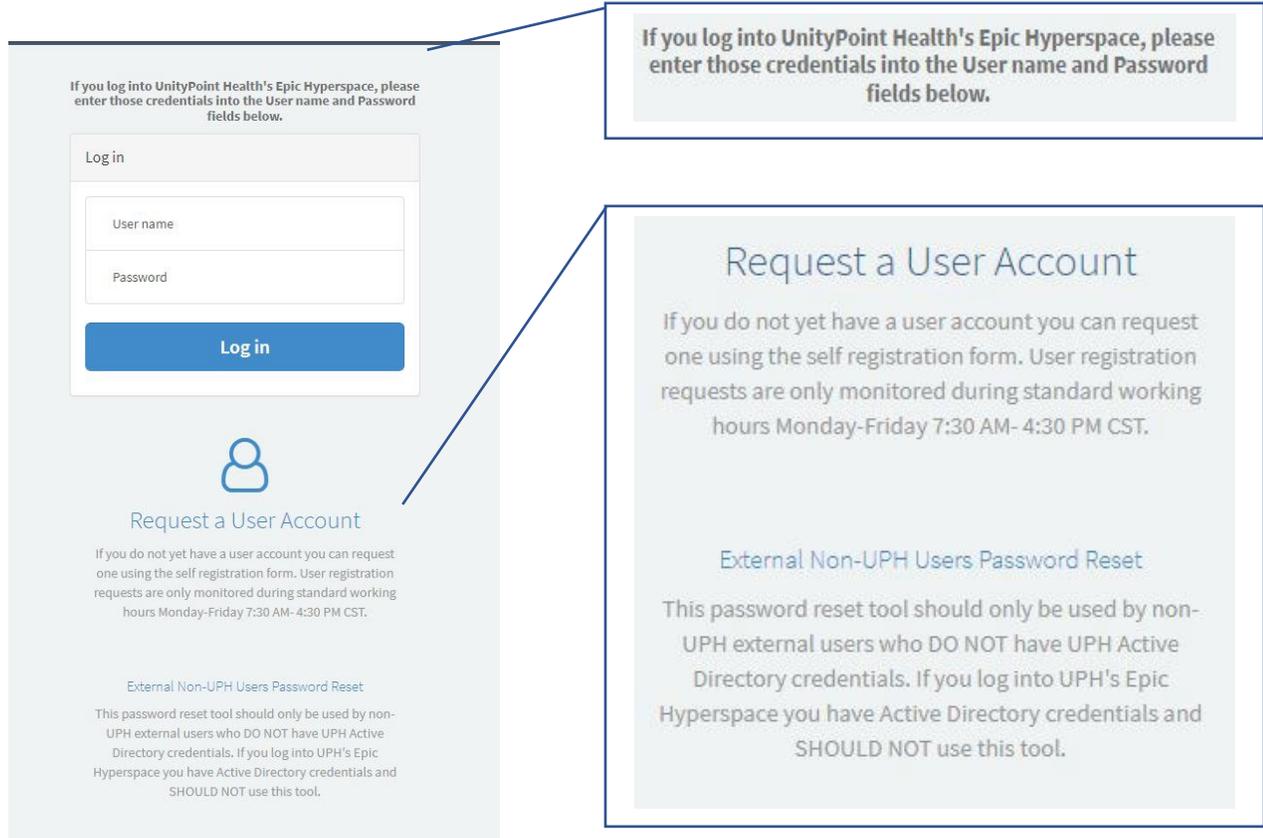
The screenshot shows the UnityPoint Health website for the Credentials Verification Office (CVO). At the top left is the UnityPoint Health logo. To the right are links for MyUnityPoint, Pay Bill, and Privacy Policy, along with a search icon. Below these are navigation links: FIND A LOCATION, FIND A SERVICE, 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 breadcrumb trail: UnityPoint Health > About UnityPoint Health > UnityPoint Health Credentials Verification Office (CVO). A horizontal menu contains 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 user icon, the heading "Request a User Account", 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 instructions and another pointing to the "Request a User Account" section.

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

Request a User Account

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.

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.

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

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 \(Includes FAQs and Tip Sheets\)](#)
- [CVO FAQs](#)
- [CVO ServiceNow Request 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

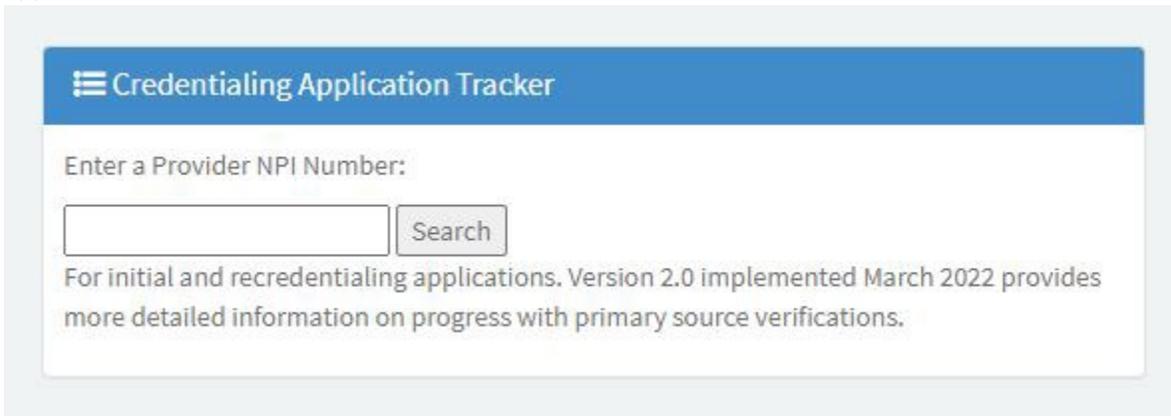


This is the option you will select when submitting a new request to the CVO. There are selections for:

- **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

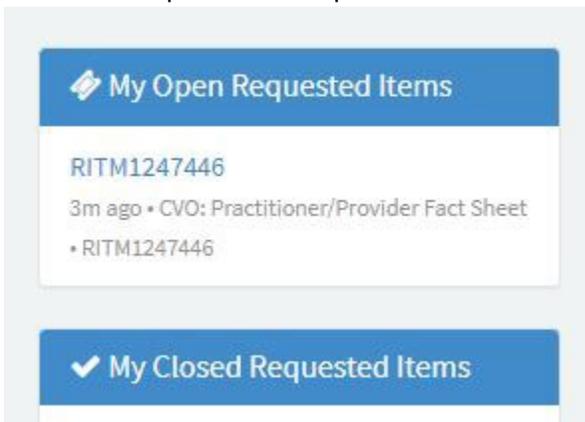
You can search the NPI to check status on your application process once you have submitted a portal application.



The screenshot shows a web interface for the Credentialing Application Tracker. At the top, there is a blue header with a hamburger menu icon and the text "Credentialing Application Tracker". Below the header, there is a white box with the text "Enter a Provider NPI Number:" followed by a text input field and a "Search" button. Below the input field, there is a line of text: "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 a web interface for "My Open and Closed Requested Items". At the top, there is a blue header with a key icon and the text "My Open Requested Items". Below the header, there is a white box with the text "RITM1247446" and "3m ago • CVO: Practitioner/Provider Fact Sheet". Below this, there is a bullet point: "• RITM1247446". At the bottom, there is a blue header with a checkmark icon and the text "My Closed Requested Items".

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
04-11-2023 11:53:21
RITM1247446 Created

Start

Your request has been submitted

| | |
|-----------------|------------------|
| Number | RITM1247446 |
| State | Work in Progress |
| Priority | 4 - Low |
| Created | 1m ago |
| Updated | 1m ago |
| Quantity | 1 |

Options

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":

- The first message is dated "04-11-2023 11:58:59" and is categorized as "Comments from Tasks". The content includes: "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!".
- The second message is dated "04-11-2023 11:53:21" and contains the text "RITM1247446 Created".

At the bottom of the thread is a green circle 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 page, divided into two parts:

- Attachments:** A blue header with a paperclip icon. Below it is a dashed-line box with the text "Drop files here".
- Actions:** A light gray header. Below it 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.

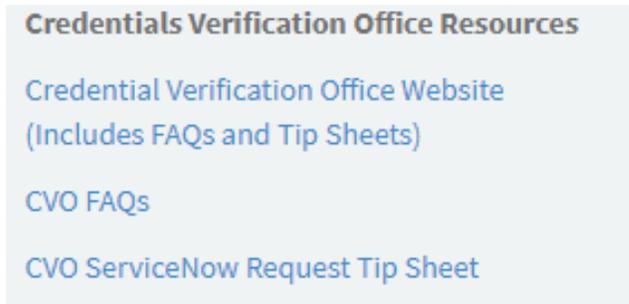


 **Review Bylaws,
Waivers and
Policies**

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

CVO Resources

Links to resources such as the CVO webpage, our FAQ, and Tip Sheets



Credentials Verification Office Resources

- [Credential Verification Office Website
\(Includes FAQs and Tip Sheets\)](#)
- [CVO FAQs](#)
- [CVO ServiceNow Request Tip Sheet](#)