

# Credentials Verification Office

## ServiceNow Request Tip Sheet – Navigating the CVO ServiceNow Website

Updated May 2026

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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**

**Credentials Verification Office (CVO)**

CREDENTIALS VERIFICATION OFFICE (CVO)  
(515) 241-7977  
UPH\_CVO@unitypoint.org →  
Office Hours  
Monday-Friday, 7 a.m. to 5 p.m. CST

UnityPoint Health > About UnityPoint Health > For Providers > Credentials Verification Office (CVO)

## UnityPoint Health Credentials Verification Office (CVO)

The credentialing team at the CVO is responsible for processing providers' initial and recredentialing applications and updating provider demographics in the credentialing database.

The CVO shares information with the Physician Hospital Organization (PHO)/Medimore, Inc. to assist with payer enrollment and network management, and to the medical staff services (MSS) to assist with privileging providers for UnityPoint Health facilities. Our goal is to supply provider-centric credentials verification that is electronic, secure and efficient.

ServiceNow Ticketing System →

CVO Frequently Asked Questions →

Initial Credentialing Application →

Recredentialing Application →

Credentialing Application Tracker →

Change of Information Request →

Additional Privilege Requests →

Resignations →

Hospital Affiliation PSV →

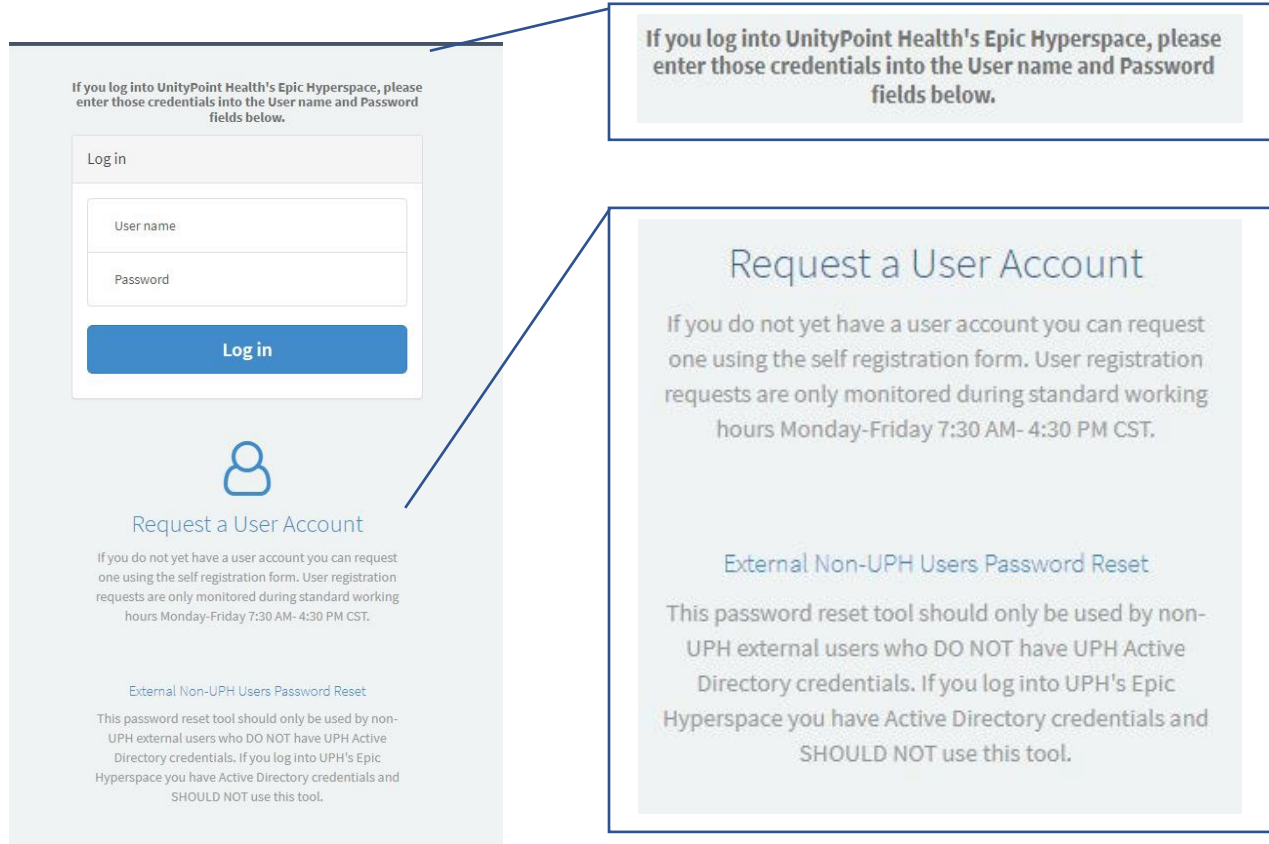
CVO Contact Information →

## 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 Epic Hyperspace 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 fields with the text "If you log into UnityPoint Health's Epic Hyperspace, please enter those credentials into the User name and Password fields below." and another pointing to the "Request a User Account" section with 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 the callout box is another section titled "External Non-UPH Users Password Reset" 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."

**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

**CVO**

- Application processing
- Primary Source Verification
- Application prep to PHO and MSO
- Database ownership
- Expiration monitoring

**PRIVILEGING**

- Hospital/MSO

**PHO ENROLLMENT**

- Government Payors
- Commercial Payors

**INFORMATION SOURCE OF TRUTH**

- Clear
- ACO/SAC
- Xpress

**Employed Providers**

**Facility Employed Providers**

**Community Independent Providers**

[Click Here to Submit Credentials Verification Office Service Requests](#)

**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](#)

**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

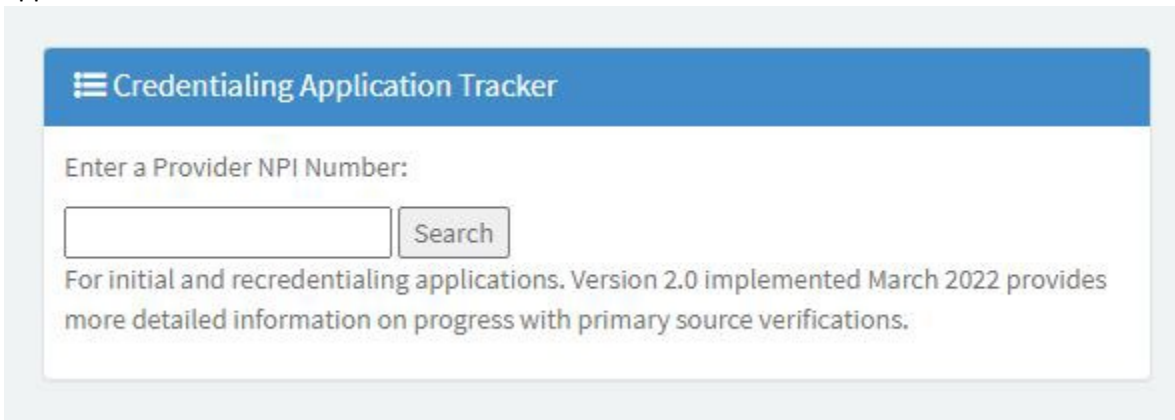


This is the option you will select when submitting a new request to the CVO. There are selections for:

- **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

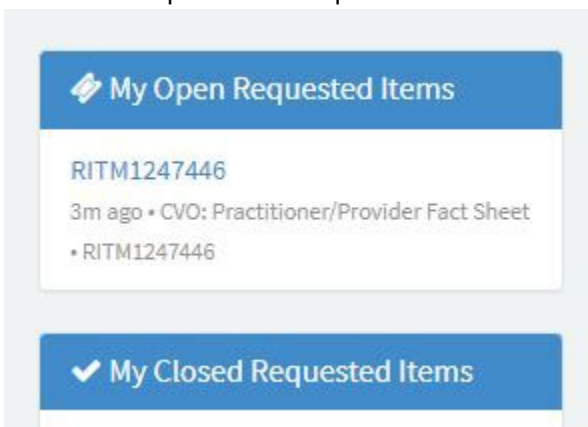
You can search the NPI to check status on your application process once you have submitted a portal application.



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 containing the text "Enter a Provider NPI Number:". Underneath this text is a text input field and a "Search" button. Below the input field and button, 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 document icon and the text "My Open Requested Items". Below the header, there is a white box containing the text "RITM1247446". Underneath this text, there is a line of text: "3m ago • CVO: Practitioner/Provider Fact Sheet". Below this line, there is a bullet point: "• RITM1247446". Below the white box, 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** **Newton, Janice L**  
04-11-2023 11:53:21  
RITM1247446 Created

**Start**

**Your request has been submitted**

<b>Number</b>	RITM1247446
<b>State</b>	Work in Progress
<b>Priority</b>	4 - Low
<b>Created</b>	1m ago
<b>Updated</b>	1m ago
<b>Quantity</b>	1
 Options	

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**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 the header 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" (initials "NL") and a "Start" button at the bottom. The first message is dated "04-11-2023 11:58:59" and is categorized as "Comments from Tasks". The message text reads: "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 says "RITM1247446 Created".

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 for a ServiceNow message. 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 "Attachments" and "Actions" sections at the bottom of a ServiceNow page. The "Attachments" section has a blue header with a paperclip icon and a dashed box with the text "Drop files here". Below it is the "Actions" section, which contains 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.



## CVO Resources

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

