Credentials Verification Office

ServiceNow Request Tip Sheet – New/Initial Application Instructions for Providers and Delegates

Updated August 2026

Contents

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 log in 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**

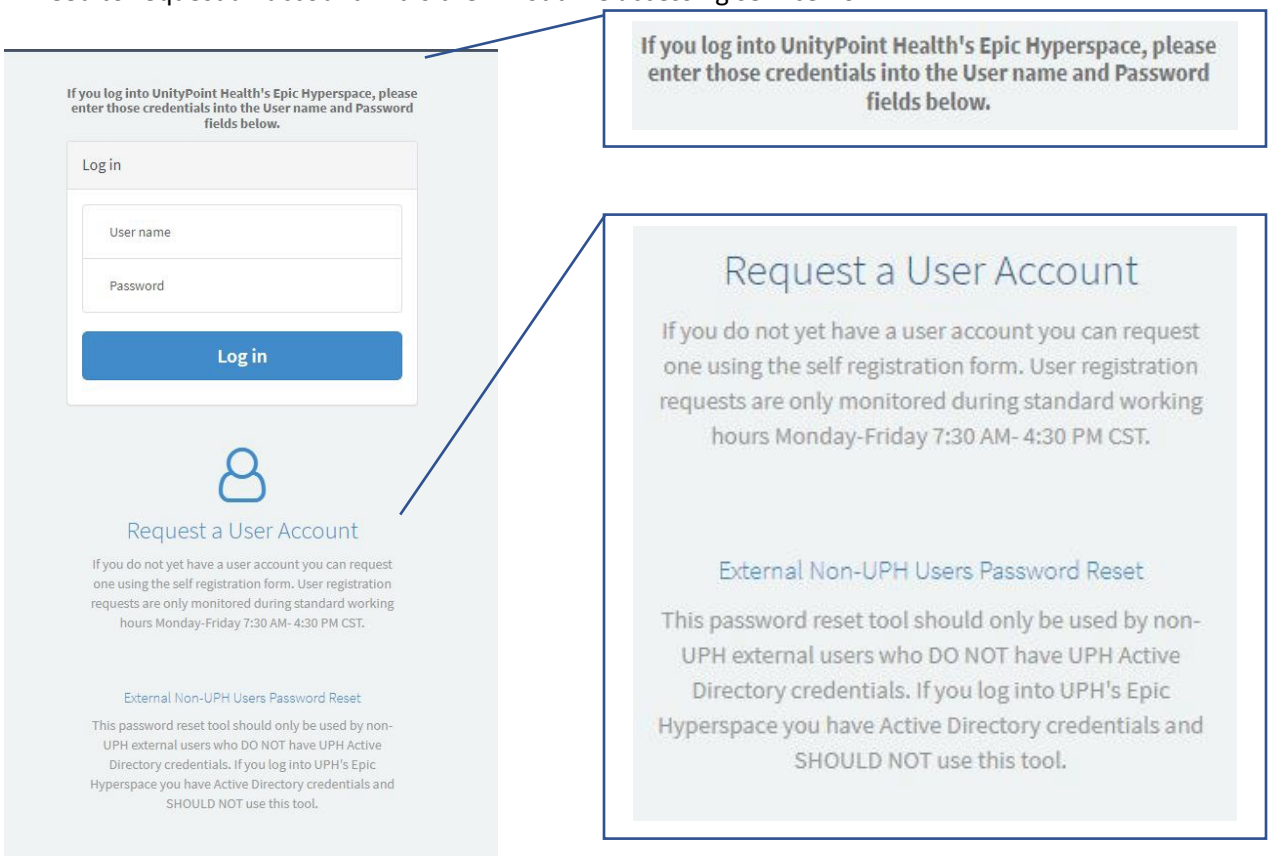
UnityPoint Health Credentials Verification Office (CVO)

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.

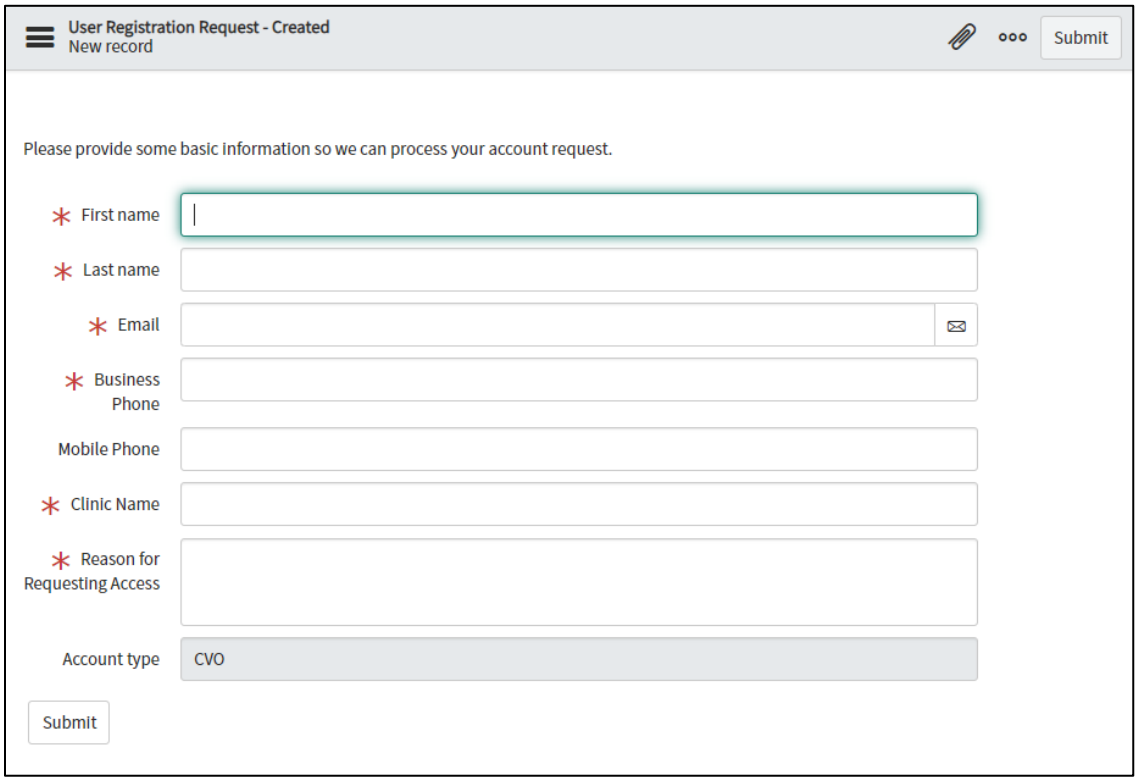
External users will need to request an account if it is their first time accessing service now



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

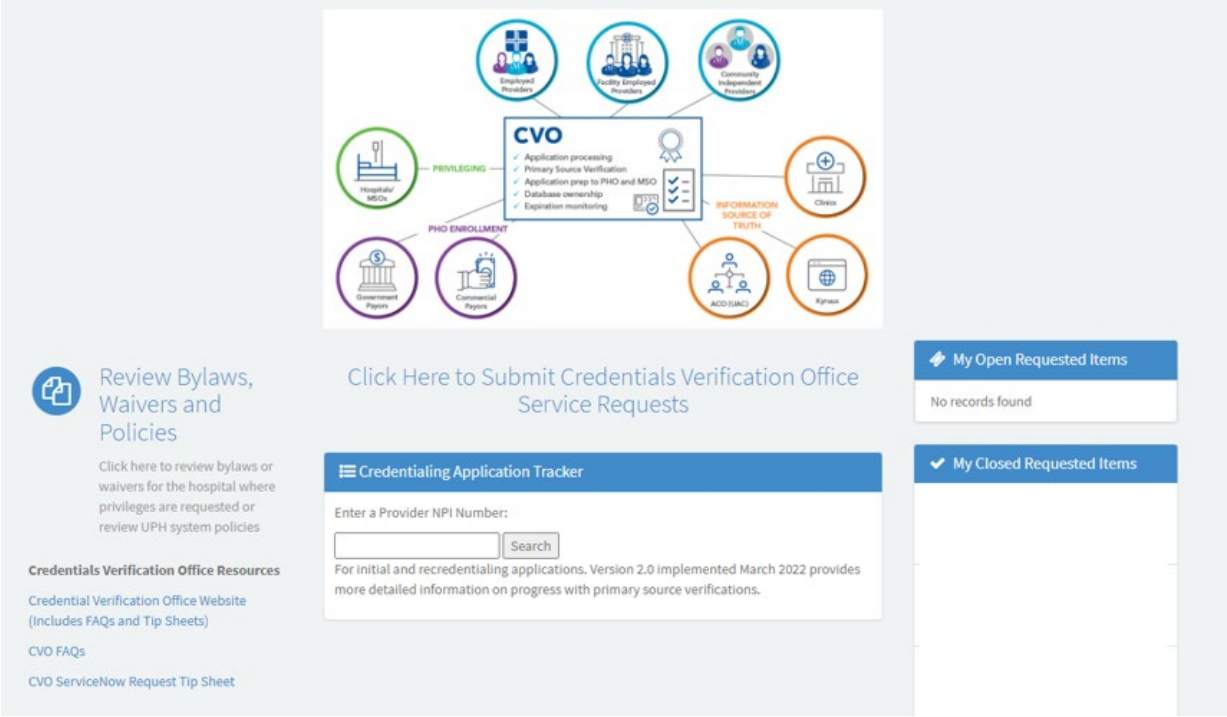
Please use the External Non-UPH Users Password Reset link if you need to reset your password. If you forgot your username, use the email address you used when you requested your user account.

Account Registration Fields



The CVO ServiceNow Home Page

Upon login you will be taken to the CVO ServiceNow Home Page where you will see a few options



Link for ServiceNow Request submission

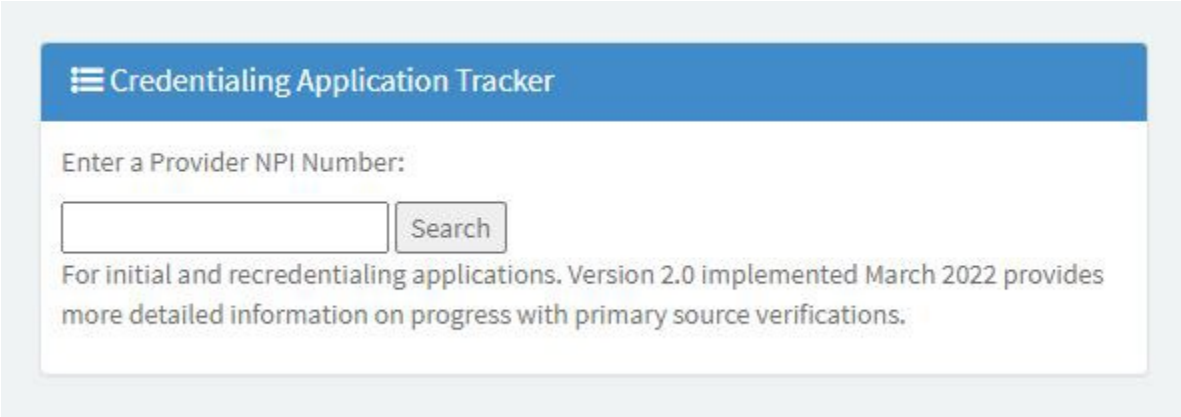
Select the "Click Here to Submit Credentials Verification Office Service Requests" to open the service now request system

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.
- **Add Clinic or Billing Location for Current Practitioner/Provider** – to be used when you need to update your clinical practice locations and/or billing address.
- **Add 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.
- **Name Change of Practitioner/Provider** – to be used when you/your Provider have a legal name change.
- **Termination of Practitioner/Provider** – to be used when you/your Provider needs to resign their Hospital Privileges and/or PHO participation.
- **Other CVO/PHO Questions or Concerns Not Otherwise Specified Above** – to be used for various purposes such as updating a Telemedicine Provider Home Address, updating a Delegated Credentialing Contact, and general questions/concerns.

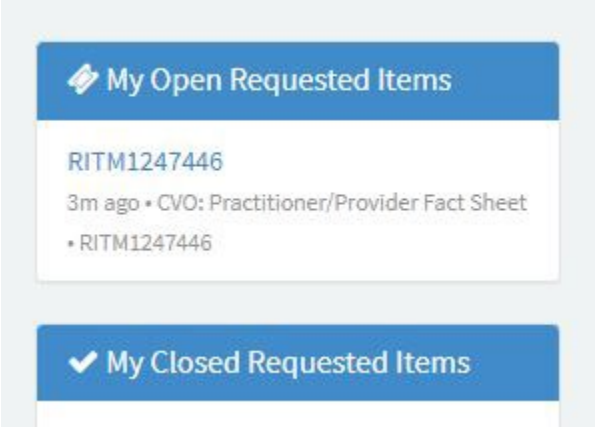
The Credentialing Application Tracker

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

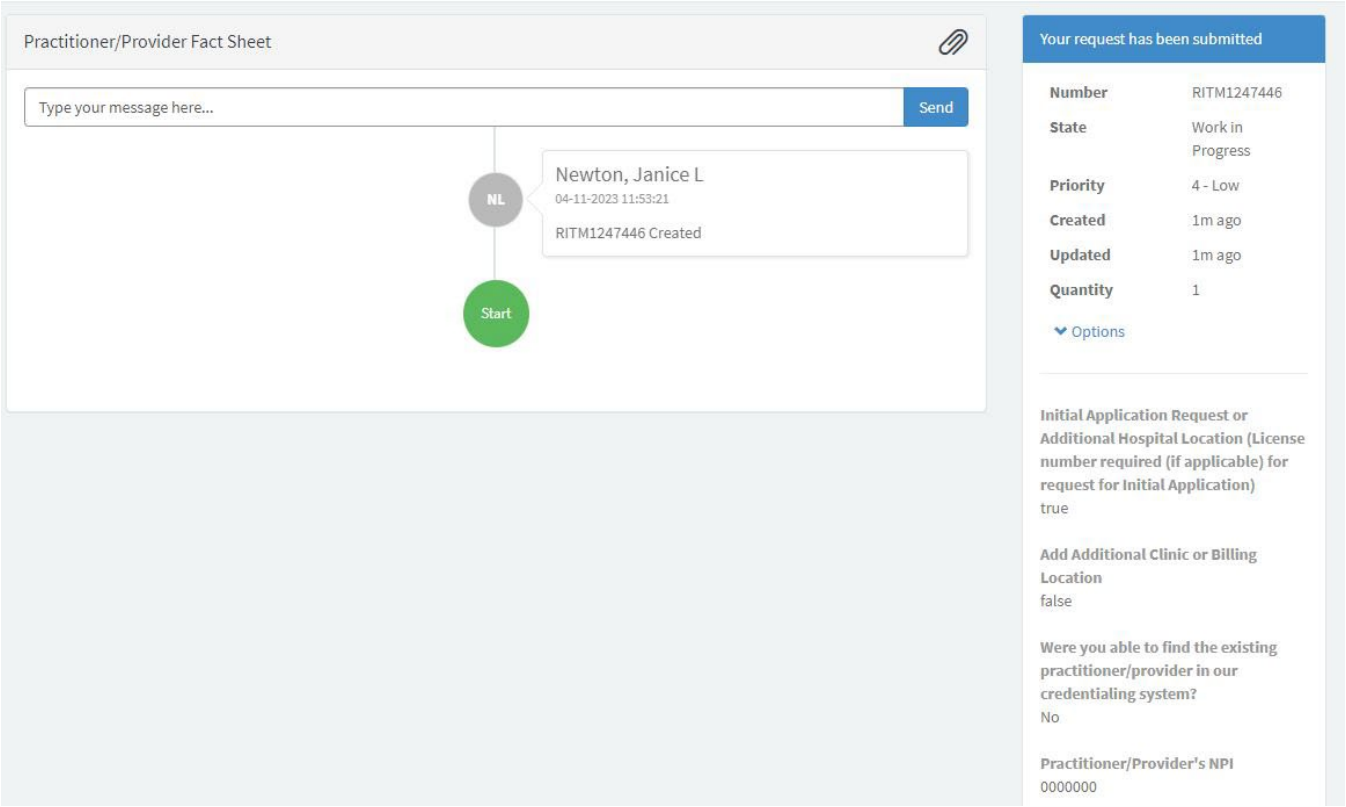


My Open and Closed Requested Items

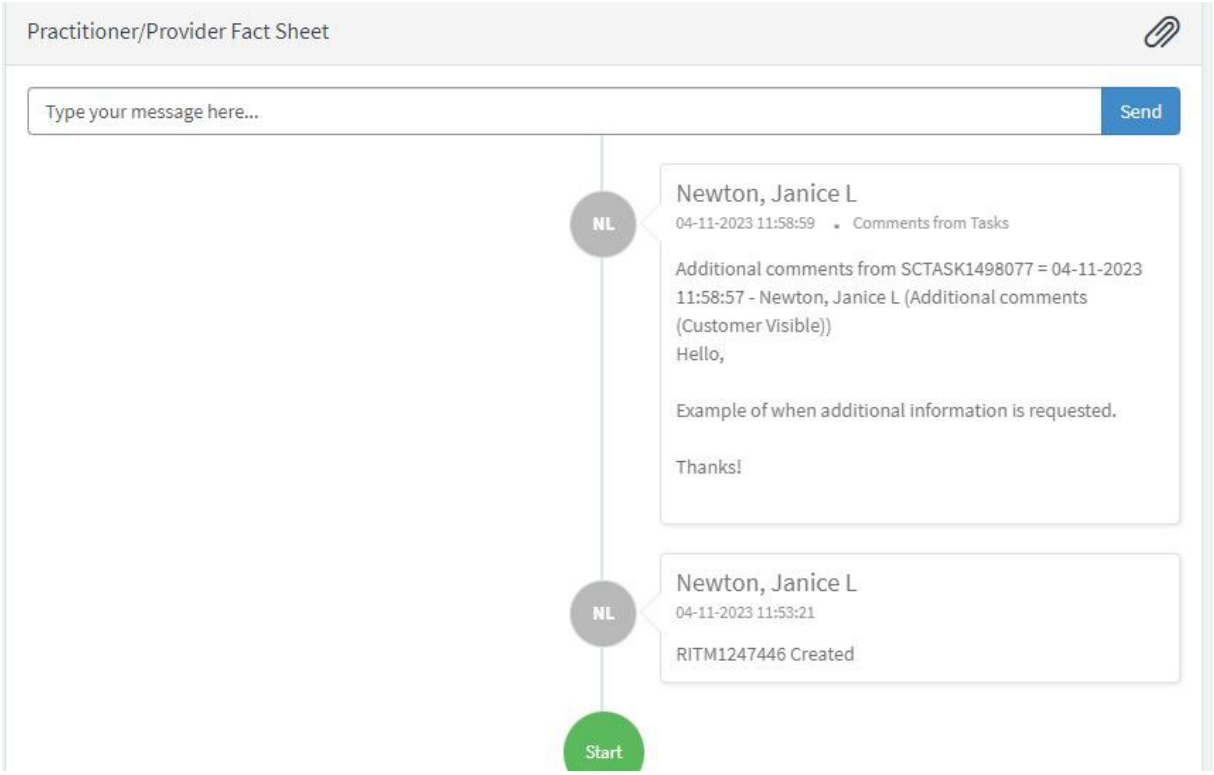
You can see your open CVO ServiceNow requests here, you can view them to check status and/or add additional information or make updates to existing requests such as a start date change. You can also view and re-open closed requests.



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 the information you provided in your request.

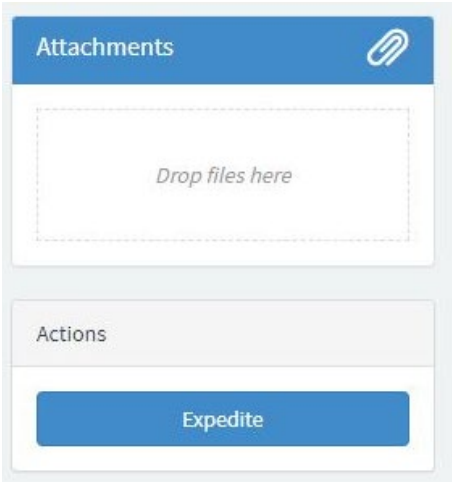


If you need to add additional information or attachments, you can do that here

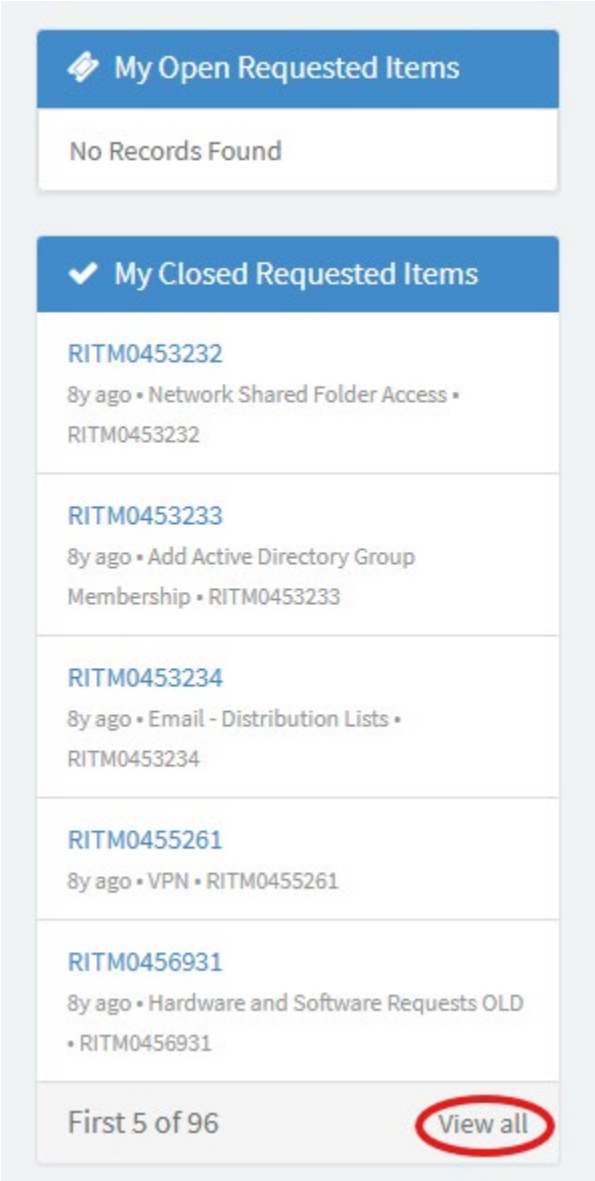


Type in your message/updates and/or upload an attachment here and it will be added to your ServiceNow request:

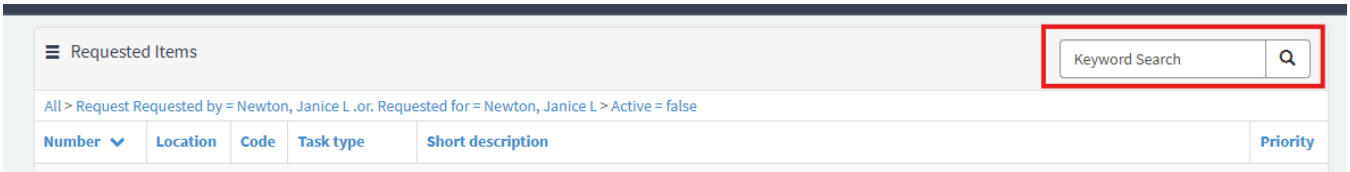
You can also add attachments and expedite your request at the bottom of the page



You can view your closed tickets as well, and to view all to you will click “View all” on the bottom



You will be re-directed to another page where you can see all your tickets, and have the ability to search by keyword



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

Initial Application Request or Additional Hospital Location

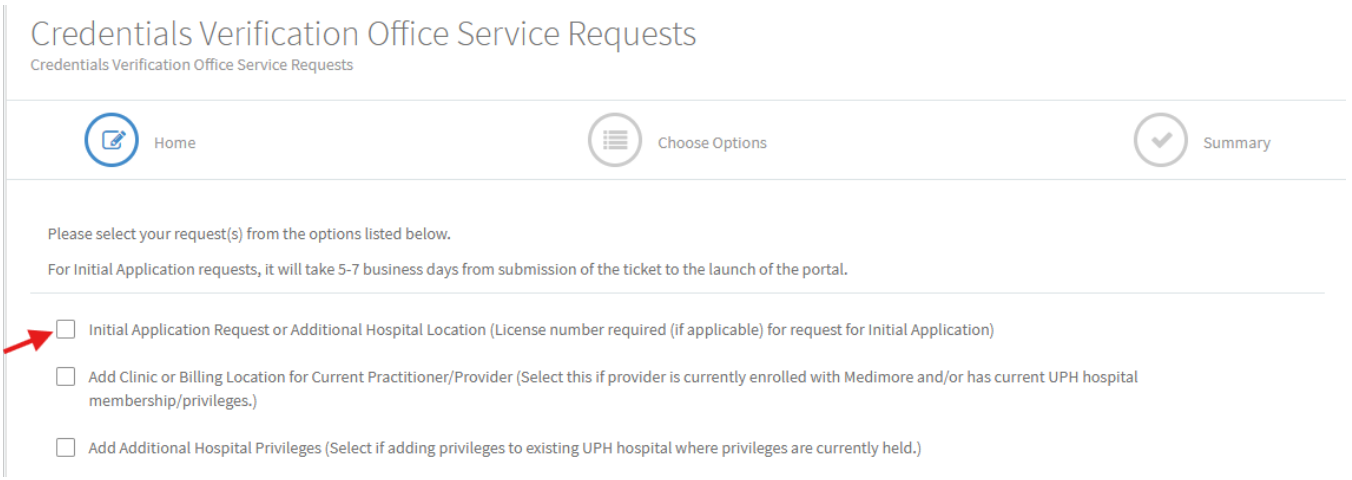
First Steps and Information to have on hand

1. The first and most crucial step to submitting a Request is to have the information needed on hand.
    a. NPI
    b. Full Name of the Provider (First/Middle Initial/Last)
    c. Provider's Credentials/Degree (ex: MD, ARNP, etc)
    d. Provider's Last four (4) SSN
    e. Provider's Date of Birth
    f. Provider's Gender
    g. Provider's Phone Number
    h. Provider's E-mail
    i. Delegate Credentialing Contact Name and E-Mail if applicable
    j. Requested Start Date
    k. Illinois and/or Iowa License Number(s)
    l. Be prepared to answer the following questions:
        i. Is this Practitioner/Provider currently completing their residency? – if YES, you will need the estimated completion date
        ii. Is this Practitioner/Provider currently completing their fellowship? – if YES, you will need the estimated completion date
        iii. Is this Practitioner/Provider's current medical license under any current sanctions or probation in the state where the provider will provide service? – if YES, you will need to provide an explanation
        iv. Has this Practitioner/Provider worked for UnityPoint Health or any of its affiliates in the past? – if YES, you will need to provide more information
    m. Clinic Practice Location(s) such as all clinical locations where patients are seen, mailing address, and billing address as applicable
    n. Hospital(s) that privileges are being requested for if applicable
    o. Supporting Documents as needed, ex: CV, additional information, copy of licensure, etc.
        i. ***NOTE:*** **Please ensure your supporting documents are PDF, Word, and Excel format. PNG/JPEG/other image types will not load in the Service Now ticketing system and cannot be viewed.**

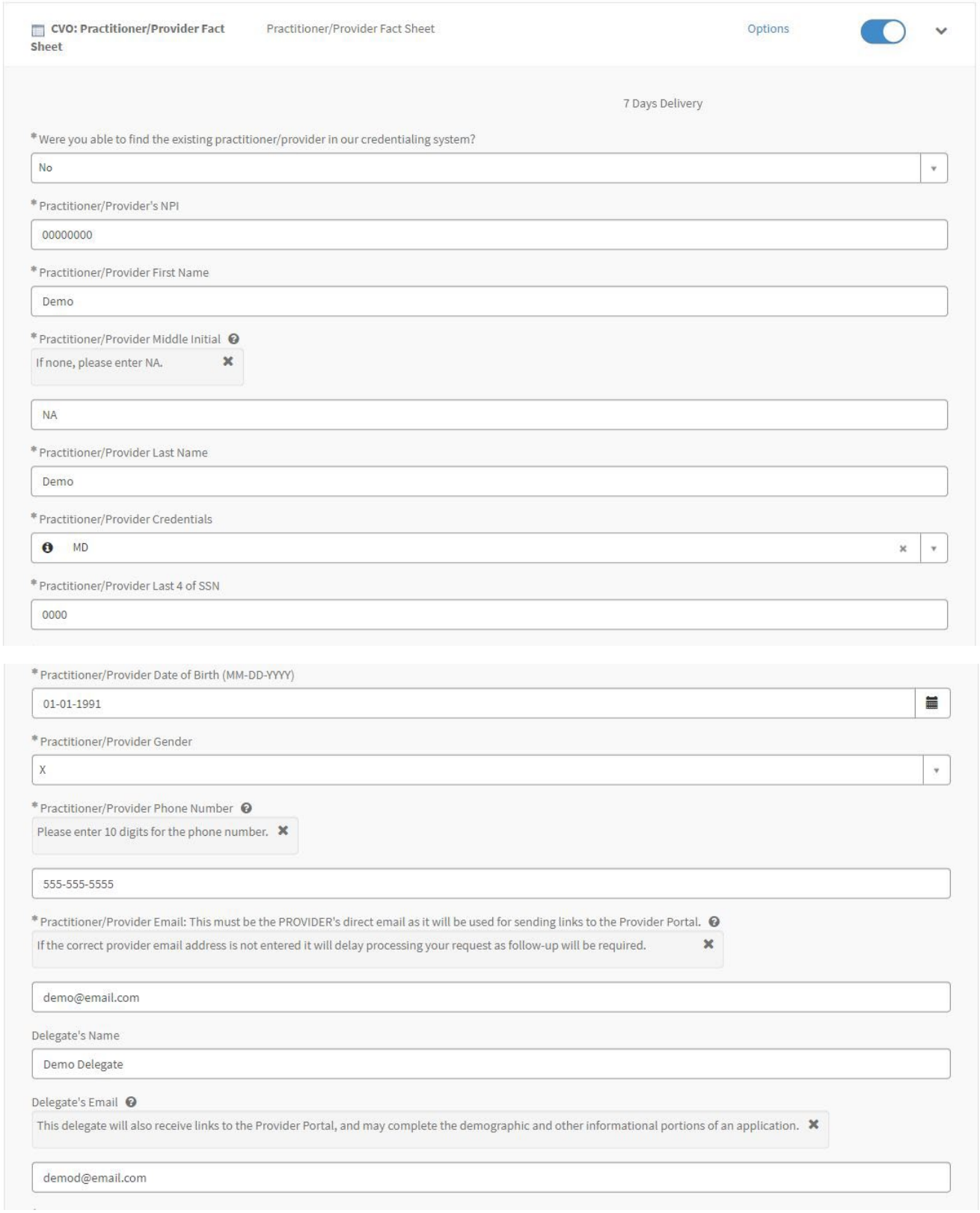
Submitting a Request

1. Once you have confirmed you have the correct information for your request, go to the CVO ServiceNow site (you may need to login):
   Https://unitypoint.service-now.com/cvo
   Select the Click Here to Submit Credentials Verification Office Service Requests

2. From the options listed you will select “Initial Application Request or Additional Hospital Location” and then the “Next” button.



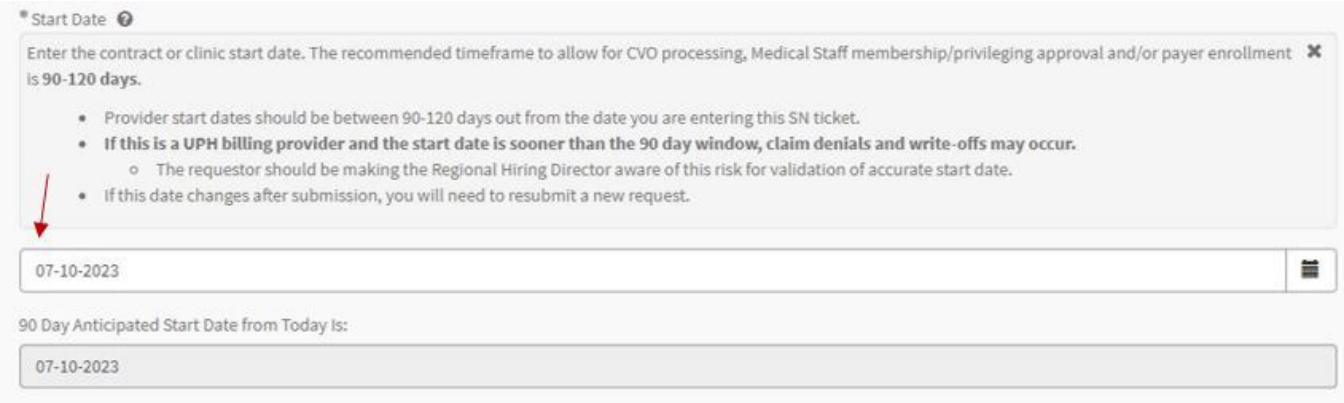
3. Complete all the required fields



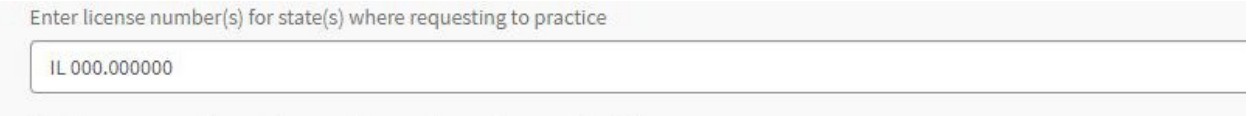
In the Start Date field enter the contract or clinic start date. This will auto-populate to 90 days in the future; you can adjust the date field as needed.

The recommended timeframe to allow for CVO processing, Medical Staff membership/privileging approval and/or payer enrollment is 90-120 days.

- Provider start dates should be between 90-120 days out from the date you are entering this SN ticket.
- **If this is a UPH billing provider and the start date is sooner than the 90-day window, *claim denials and write-offs may occur*.**
    - The requestor should be making the Regional Hiring Director aware of this risk for validation of accurate start date.
- If this date changes after submission, you will need to resubmit a new request or update your existing open request.

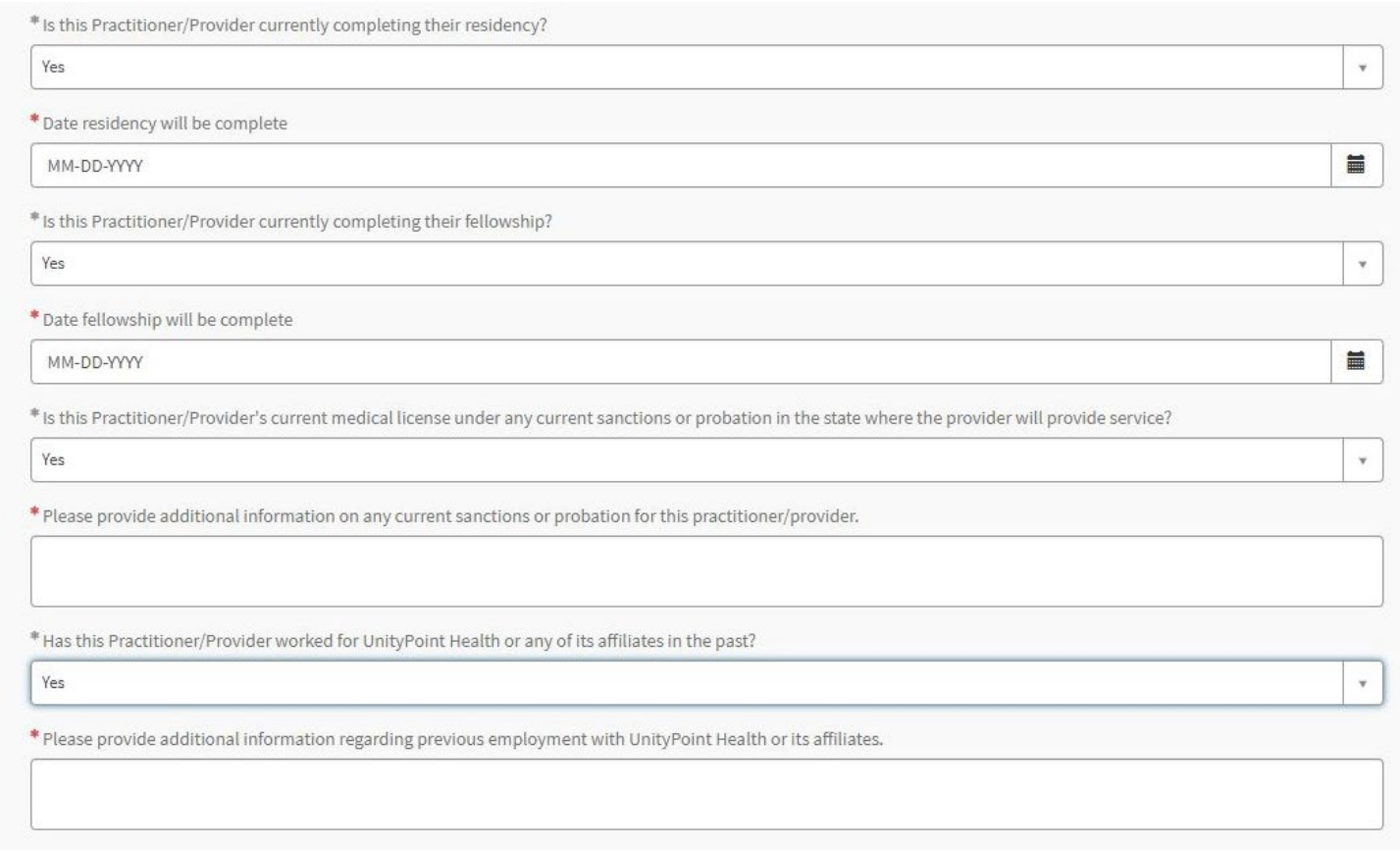


Enter the Illinois and/or Iowa licensure numbers, if your licensure is pending, please indicate that. We may be able to begin application processing if your licensure has not yet been issued but credentialing cannot be completed with the CVO without an active license in the appropriate state.

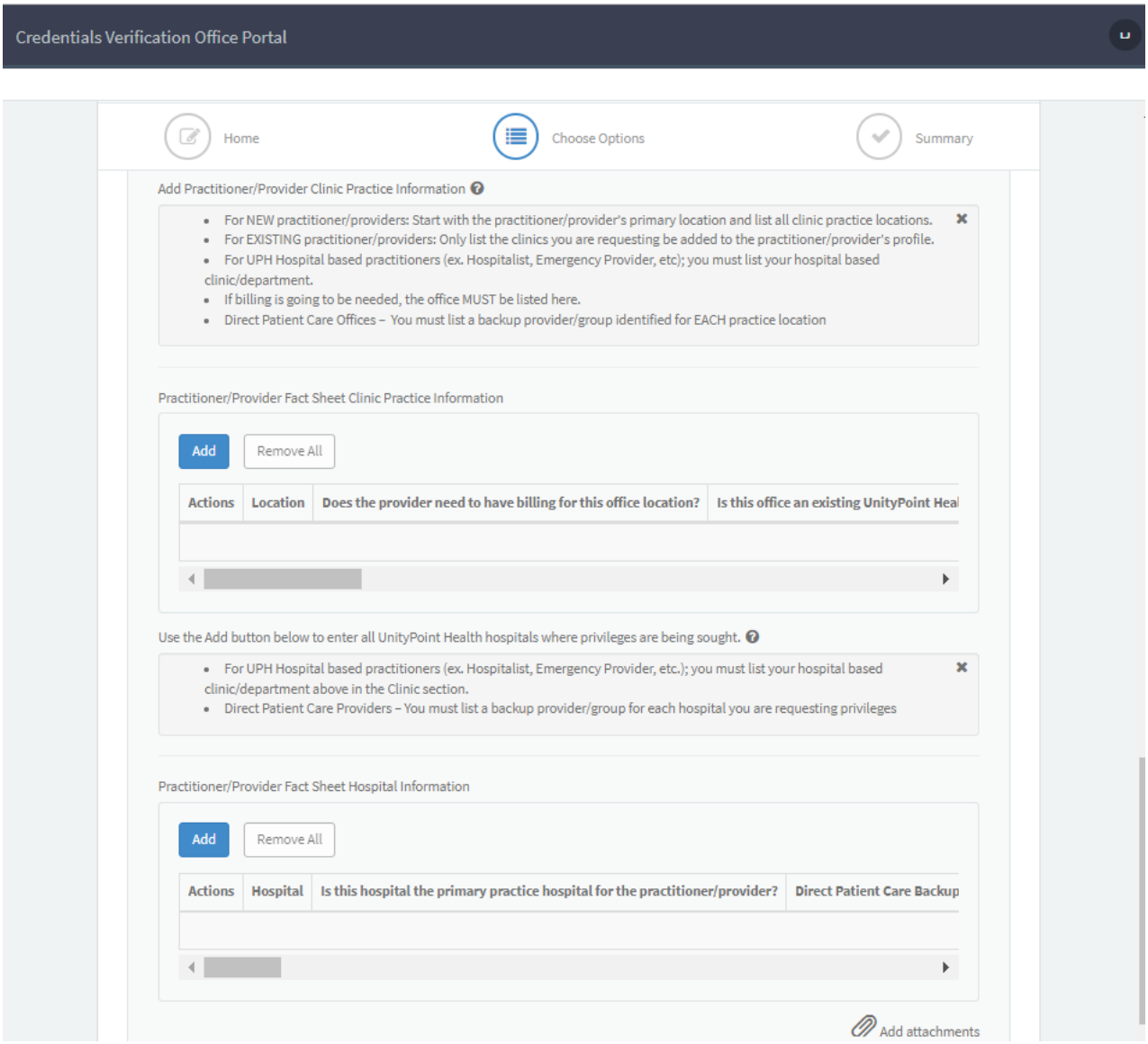


Answer the questions appropriately and provide date(s) and explanations as needed

1. Is this Practitioner/Provider currently completing their residency? – if YES, you will need the estimated completion date
2. Is this Practitioner/Provider currently completing their fellowship? – if YES, you will need the estimated completion date
3. Is this Practitioner/Provider's current medical license under any current sanctions or probation in the state where the provider will provide service? – if YES, you will need to provide an explanation
4. Has this Practitioner/Provider worked for UnityPoint Health or any of its affiliates in the past? – if YES, you will need to provide more information

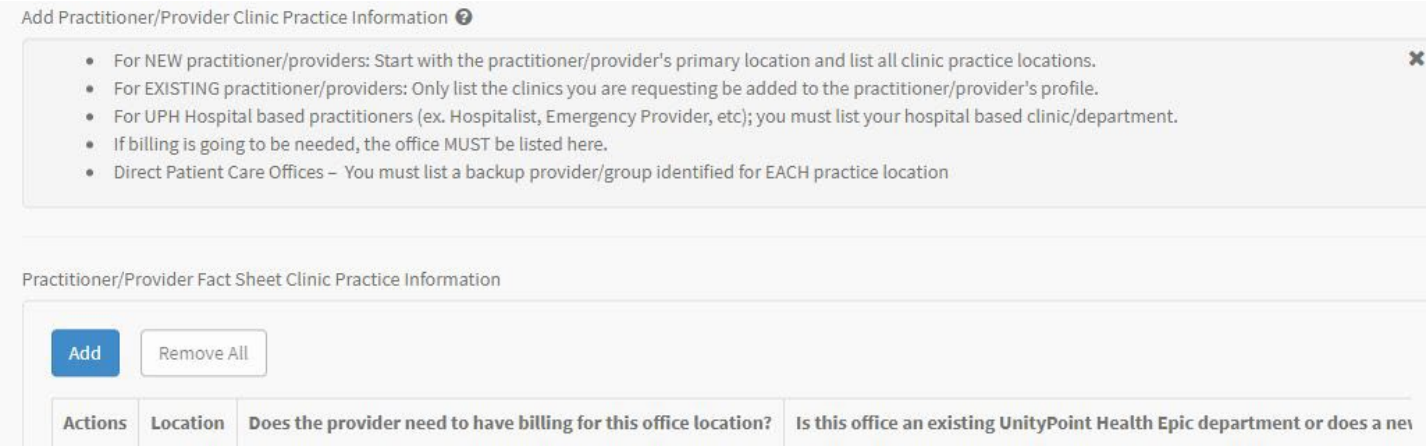


At the bottom of the page, there are two areas, one for “Clinic Practice” and one for “Hospital”. Select the “Add” button and **enter all the Clinics the provider will work at and all the Hospitals the provider will need privileges for.**



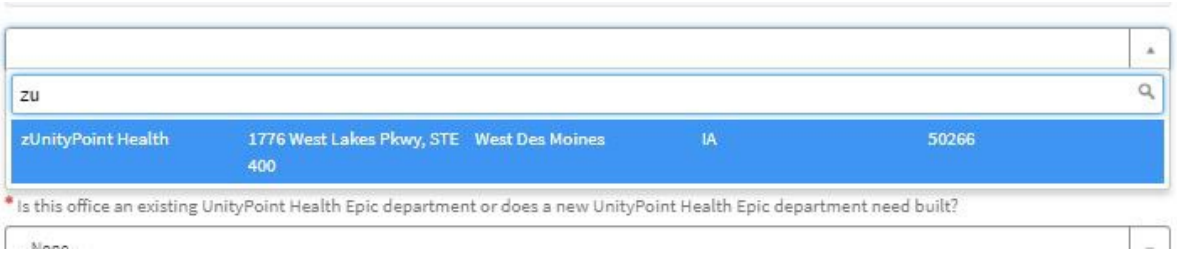
For each **Clinic**, please enter the location be selecting "Add"

- For **NEW** practitioner/providers: Start with the practitioner/provider's primary location and **list all clinic practice locations**.
- For **EXISTING** practitioner/providers: Only list the clinics you are requesting be added to the practitioner/provider's profile.
- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc); you must list your hospital-based clinic/department.
- If billing is going to be needed, the office MUST be listed here.
- Direct Patient Care Offices – You must list a backup provider/group identified for EACH practice location



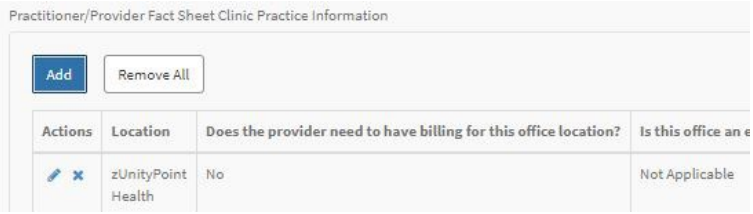
You will receive a pop-up window (screenshot on the following page) allowing you to search for an existing location or add one as needed.

Established practice locations can be found by typing in the clinic's 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.)

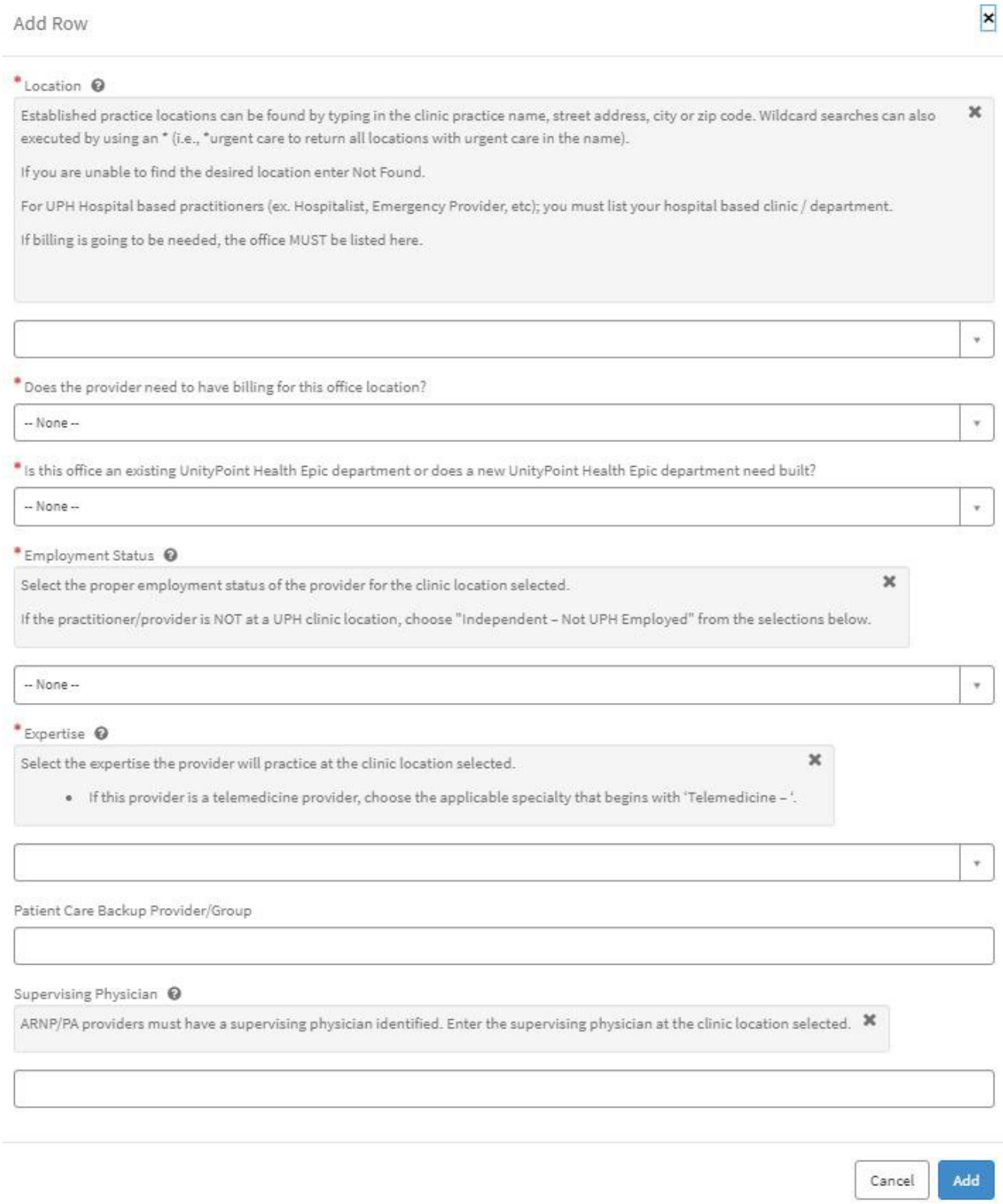


If you are unable to find a desired location, enter "Not Found" and enter the information in the last section.

To finalize the information for Clinics, click on the blue "Add" button on the pop-up and they will then show in your request.

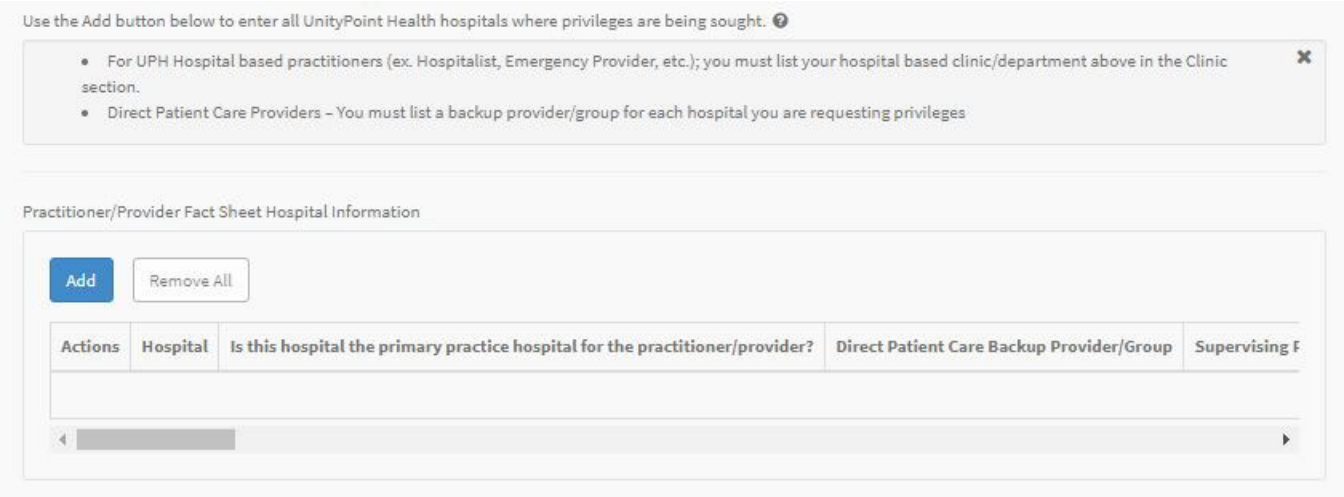


Add Location Pop-Up Window:



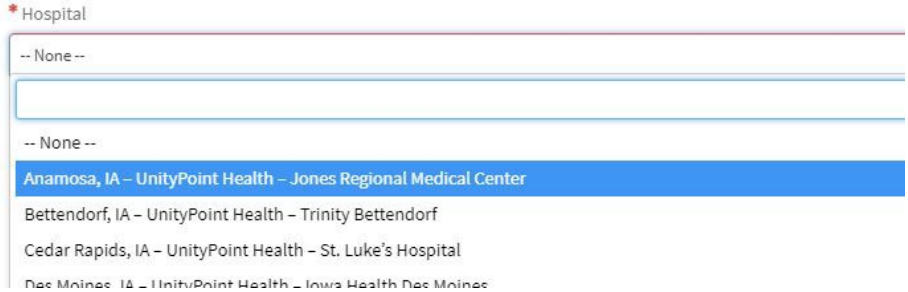
For each **Hospital** you will need privileges for, please enter the location be selecting "Add"

- For UPH Hospital based practitioners (ex. Hospitalist, Emergency Provider, etc.); you must list your hospital-based clinic/department above in the Clinic section.
- Direct Patient Care Providers – You must list a backup provider/group for each hospital you are requesting privileges

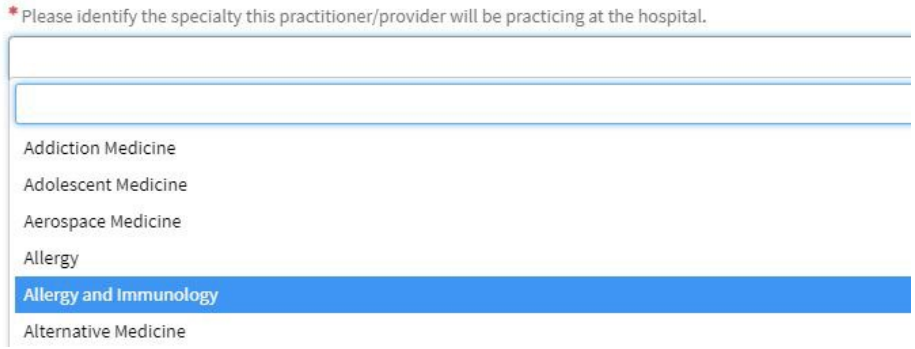


You will receive a pop-up window (screenshot on the following page) allowing you to search for the UPH Hospital you want to apply for privileges at.

Select options from the dropdown selections for the Hospital.

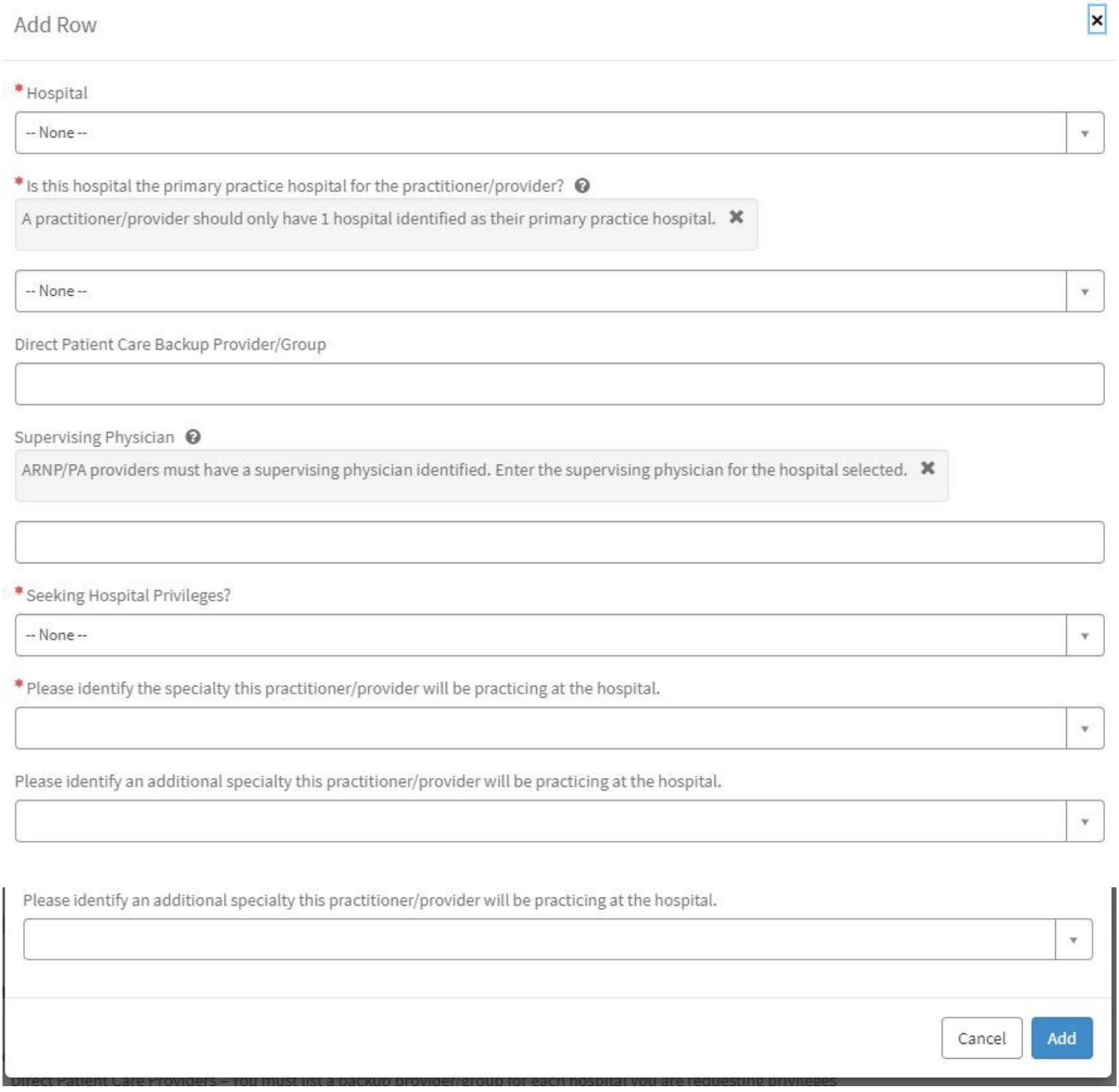


Select options from the dropdown selections for the Privileges.



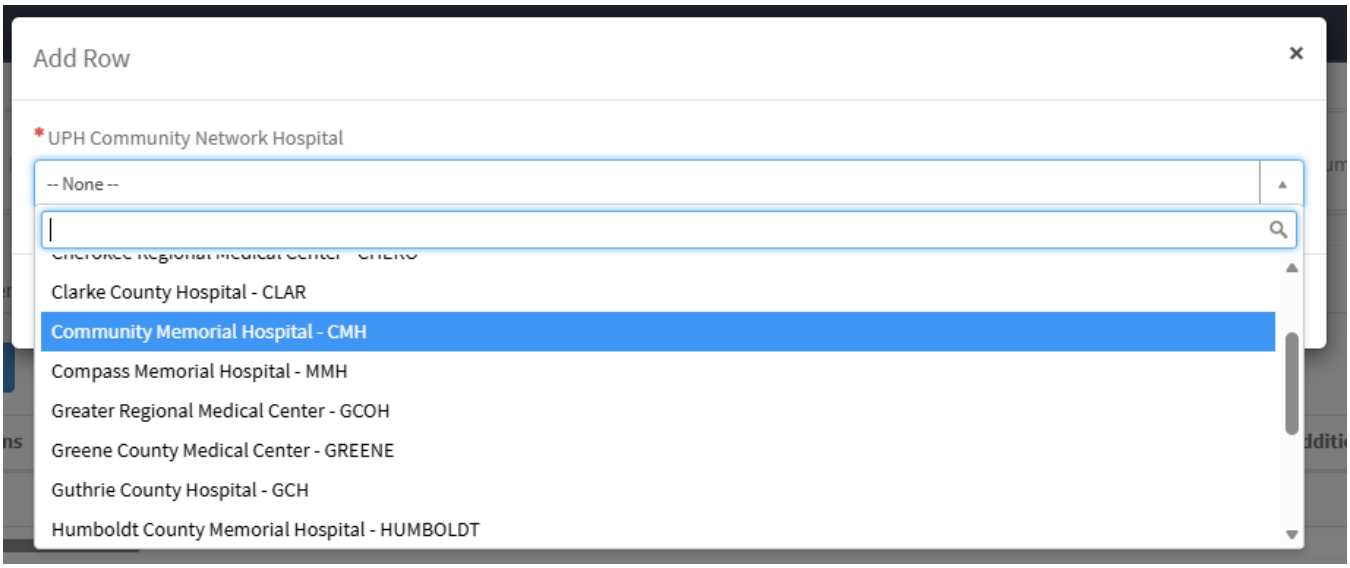
To finalize the request for Hospital privileges, click on the blue "Add" button on the pop-up and they will then show in your request.

Add Hospital Pop-Up Window:

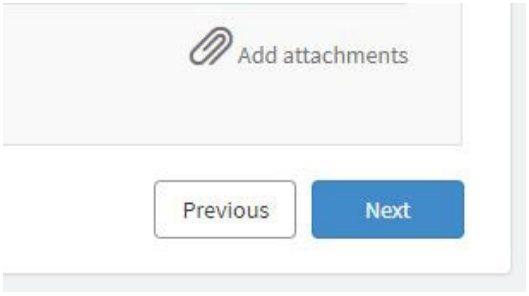


For each **UPH Community Network Hospital** you will need privileges for, please enter the location be selecting "Add"

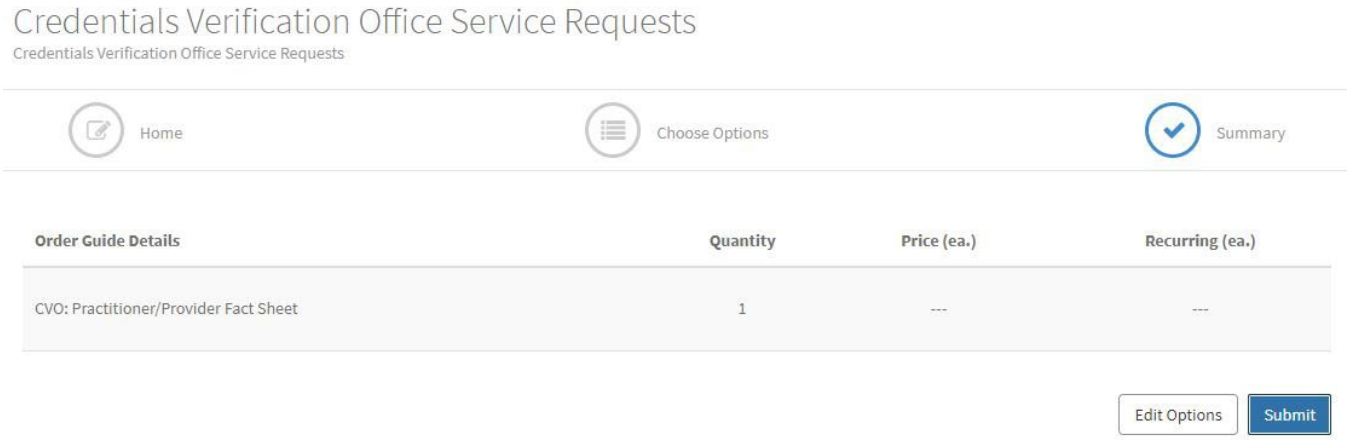
Add Hospital Pop-Up Window:



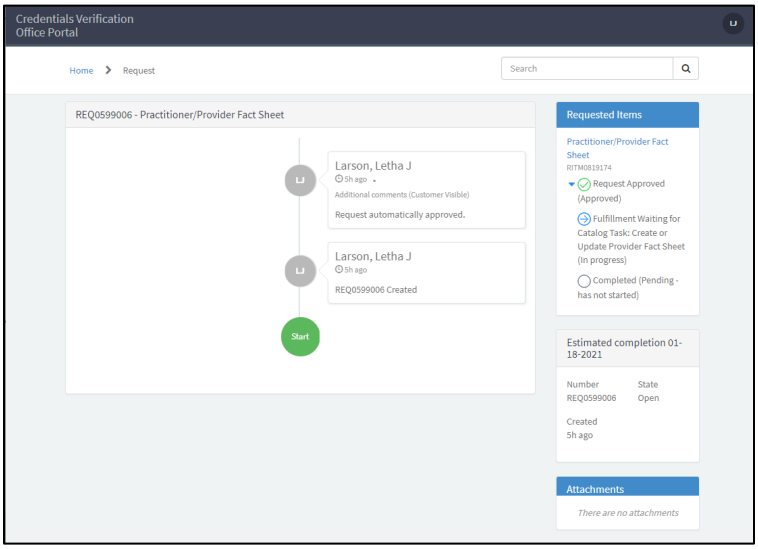
At the very bottom of the request form, you can add attachments.



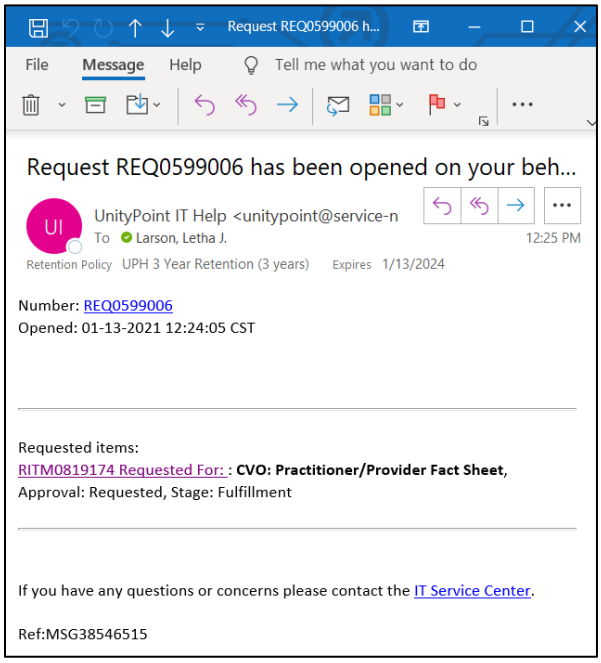
4. Once complete, you will hit Next and will be taken to the page below where you can edit or submit your Request.



5. When you complete the request, you will receive immediate notification on the CVO ServiceNow website:



You will also receive a confirming email from UnityPoint IT Help (unitypoint@service-now.com). It will look similar to the below:



After review of your initial application request by the CVO additional information may be requested and/or 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.