Presbyterian CVO Overview

What does Presbyterian CVO stand for?

- Credentials Verification Organization

When did the CVO become effective?

- We officially moved to the Presbyterian Administrative Center (PAC) on March 5, 2012
- 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 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 Medical Staff Affairs (MSA) office
- The MSA staff personnel 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

What is the Primary Source Verification (PSV) process?

- Once a completed application and all applicable documents are received by the CVO, the following occurs
    - The application and documents are date stamped
    - The application is assigned to the appropriate CVO Credentials Specialist
    - An e-mail is sent to the appropriate credentialing contact and/or applicant notifying receipt of application and who their CVO Credentials Specialist contact is
    - The CVO Credentials Specialist enters the application into our credentialing database within 72 business hours and sends out the applicable verification requests
    - Once the PSV is completed, it is given to the CVO Manager or CVO Credentials Coordinator for internal review
    - The application packet is signed off by the CVO Manager or CVO Credentials Coordinator; 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 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
- Each MSA staff is a separate staff and their committee structure and meeting times will vary
- The MSA staff's committees may be charged with making recommendations and/or approving/denying applicants for both the initial and reappointment process

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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, Airway Pathways, Board Certification, Malpractice Insurance)
- Providing customized and standard reports to CVO clients such as turn-around-times for initial and reappointment applications

Is there a charge for your services?

- Yes
  - Initial Applications: $300.00 per application (includes additional services)
  - Reappointment Applications: $100.00 per application (includes additional services)
- You can pay through our on line system by going to our web site www.phs.org/PHS/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

Who are the CVO staff members?

• Celesta Chelf, BBA, CPCS	CVO Manager	(505) 923-5892
• Tanya Romero	CVO System Administrator	(505) 923-5843
• Diane Jones-Minton	CVO Credentials Specialist	(505) 923-5536
• Pamela Cooper	CVO Credentials Specialist	(505) 923-7047
• Alisha Sanchez	CVO Credentials Specialist	(505) 923-5705
• Laura Garcia	CVO Credentials Specialist	(505) 923-5401

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) 923-6577
- Our mailing address is
  - Presbyterian Healthcare Services
  - CVO
  - PO Box 26666
  - Albuquerque NM 87125-6666
- Our physical address is
  - Presbyterian Healthcare Services
  - 2501 Buena Vista Dr SE
  - Suite 400 – CVO
  - Albuquerque NM 87106-4260
- Our e-mail address is credverorg@phs.org
- Our web site is www.phs.org/PHS/CVO/