

Office of Clinical Affairs

Credentialing Verification Office

Credentialing FAQ's

- **What is Credentialing?**

Credentialing and re-credentialing are detailed processes to ensure physicians, allied health practitioners, and other healthcare providers, are who they claim to be, and that they have the proper qualifications and credentials to care for patients. The process collects, verifies and reviews past and current provider qualifications, career history, education, training, licenses, board certifications, affiliations, and other information to ensure providers meet standards to practice within the UNM Health System as outlined in medical staff bylaws, Rules and Regulations, policies and procedures. Credentialing must be completed on all new providers and at regular intervals thereafter.

- **What is Clinical Privileging?**

Clinical Privileging typically goes hand in hand with credentialing and re-credentialing of medical staff and allied health practitioners. By granting privileges, the organization is authorizing a practitioner to perform certain procedures, provide certain services, or care for or treat specific types of patients. Each specialty has specific criteria that must be met prior to granting the privilege.

- **What is a Credentialing Verification Office (CVO)?**

UNM Health System has three separate clinical components where patient care is performed: UNM Hospitals and Clinics, and UNM Medical Group Ambulatory Practice Operations. Through the CVO, credentialing applications can be submitted and processed one time only, then forwarded for review and approval at any of the three entities (within certain timeframes). This considerably decreases duplication of effort and creates less paperwork for providers.

- **What types of providers are eligible for credentialing?**

Medical Staff including MD, DO, DDS, DMD, DPM, PhD, and PsyD. Also, Advanced Practice Providers including: CAA, CNS, CNP, CNM, CRNA, DC, PA-C, PhC, DOM, OD. Other Health professionals including: ATC, AUD, GC, LD, LISW, LCSW, LMFT, LMT, LN, LPAT, LPCC, OT, PT, RD, RPh, and SLP.

- **What documents are required for credentialing?**
A CV in month/year format initiates the process. The credentialing application and privilege documents are submitted electronically via the Cactus AppCentral process. Required documents are outlined in the online application process.
- **How long does the credentialing process take?**
The credentialing process generally takes between 60-90 days, assuming a provider already has a state license at the beginning of the process. Each file is unique and some may take a little less and some a little longer.
- **Why does the process take so long?**
The Initial credentialing process often takes longer due to several factors. You can help by making sure all submitted information is accurate and current. If we have to gather additional information, this will delay the process. Following processing and primary source verification by the CVO, each UNM Health System entity has its own committee approval process involving review and recommendation by three or four medical staff committees and Governing Board.
- **What are the scope of services of the CVO?**
Obtain primary source verification for all elements of applications; assist in processing privilege forms and required documents; maintain credentialing database; conduct ongoing monitoring of maintenance and renewal of licenses and certificates required for practice at UNM Health System; conduct ongoing monitoring of sanctions or disciplinary actions; maintain active and archived credential files; Perform delegated credentialing for health plans; and assist in preparation and participate in credentialing portion of accreditation and regulatory surveys at health system components as requested.
- **I worked for UNM/UNMH/UNMMG/SRMC previously, do I have to go through credentialing again?**
Yes, if you have been separated from UNM Health System for more than 30 days, you will need to complete a new application.
- **Is my personal information confidential?**
All information submitted and acquired is kept completely confidential and protected under the New Mexico Review Organizations Immunity Act.
- **Who do I contact with questions?**
Contact UNM Health System CVO at: Email: hsc-unmhs_cvo@salud.unm.edu or Telephone 505-272-2526.