

## Panhandle Credentials Verification Organization (PCVO)

The Panhandle Credentials Verification Organization is a rural based primary source credentialing program serving 6 rural hospitals in North Florida. The program was founded in 2001 with support from an ORHP Network Development Grant. In 2010 the program is serving the 552 physicians, mid levels and nurse anesthetists who have been granted privileges at the 6 hospitals. Services include initial credentialing followed every 2 years by recredentialing services. Primary source credentialing is the gold standard for physician credentialing, and PCVO meets NCQA standards for process, collection and maintenance of credentialing data. Initially, a case involves verification of a physicians credentials back to undergraduate, graduate, medical and post doctoral studies, certifications, internships, residencies, post doctoral fellowships and other related education and training. In addition, licensure and certification information by State Medical Board, DEA, Medicare and Medicaid are collected. Copies of current liability insurance, claims and adverse actions are monitored quarterly. PCVO is fully automated and paper-less. Application materials are available on the North Florida Health Alliance website [www.northfloridahealthalliance.org](http://www.northfloridahealthalliance.org) and most documentation is sent to the PCVO office through fax-mail or over the PCVO's secure private network. PCVO utilizes Vistar credentialing software. The program's server is managed by a regional data center with daily tape backup and off site weekly backup. Credentialing is not limited by geography since most activity is conducted over the Internet or through fax-mail, email and other electronic media. Expansion of the program to additional hospitals and large physician offices in the North Florida and South Georgia area is desired and carried out on a regular basis through direct marketing, contact through regional health care networks and through support of the Florida Office of Rural Health.