



Credentials Verification Organization Accreditation, Version 4.0

CVO CORE Standards, Version 3.0

Required as part of Credentials Verification Organization Accreditation Guide, Version 4.0

Organizational Structure

CVO CORE 1 - Organizational Structure
CVO CORE 2 - Organization Documents

Policies and Procedures

CVO CORE 3 - Policy and Procedure Maintenance, Review and Approval

Regulatory Compliance

CVO CORE 4 - Regulatory Compliance

Inter-Departmental Coordination

CVO CORE 5 - Inter-Departmental Coordination

Oversight of Delegated Functions

CVO CORE 6 - Delegation Review Criteria
CVO CORE 7 - Delegation Review
CVO CORE 8 - Delegation Contracts
CVO CORE 9 - Delegation Oversight

Marketing and Sales Communications

CVO CORE 10 - Review of Marketing and Sales Materials

Business Relationships

CVO CORE 11 - Written Business Agreements
CVO CORE 12 - Client Satisfaction

Information Management

CVO CORE 13 - Information Management
CVO CORE 14 - Business Continuity
CVO CORE 15 - Information Confidentiality and Security
CVO CORE 16 - Confidentiality of Individually-Identifiable Health Information

Quality Management

CVO CORE 17 - Quality Management Program
CVO CORE 18 - Quality Management Program Resources
CVO CORE 19 - Quality Management Program Requirements
CVO CORE 20 - Quality Management Committee
CVO CORE 21 - Quality Management Documentation
CVO CORE 22 - Quality Improvement Projects
CVO CORE 23 - Quality Improvement Project Requirements
CVO CORE 24 - Quality Improvement Projects: Consumer

Staff Qualifications

CVO CORE 25 - Job Descriptions
CVO CORE 26 - Staff Qualifications

Staff Management

CVO CORE 27 - Staff Training Program
CVO CORE 28 - Staff Operational Tools and Support
CVO CORE 29 - Staff Assessment Program

Clinical Staff Credentialing and Oversight Role

CVO CORE 30 - Clinical Staff Credentialing
CVO CORE 31 - Senior Clinical Staff Requirements
CVO CORE 32 - Senior Clinical Staff Responsibilities
CVO CORE 33 - Financial Incentive Policy
CVO CORE 34 - Access to Services
CVO CORE 35 - Consumer Complaint Process

Health Care System Coordination

CVO CORE 36 - Coordination with External Entities

Consumer Protection and Empowerment

CVO CORE 37 - Consumer Rights and Responsibilities
CVO CORE 38 - Consumer Safety Mechanism
CVO CORE 39 - Consumer Satisfaction
CVO CORE 40 - Health Literacy



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Organizational Requirements

CVO 1 - Organizational Requirements

CVO 2 - Policy and Procedures

Credentials Verification Process

CVO 3 - Credentialing Application

CVO 4 - Confidentiality

CVO 5 - Review of Credentialing Information

CVO 6 - Communication Mechanism

CVO 7 - Primary Source Verification

CVO 8 - Credentialing Time Frame

Data Integrity

CVO 9 - Data Integrity

Credentials Verification Communications

CVO 10 - Credentials Verification Reporting

On-Site Review

CVO 11 - On-Site Review Inclusions

CVO 12 - On-Site Reviewer Requirements

CVO 13 - On-Site Review Recredentialing

CVO 14 - On-Site Review Deficiency Requirements