

The Federation Credentials Verification Service e-Bulletin is published twice a year in March and August to provide state medical boards, educators in medicine and other interested individuals with an update of FCVS activities and issues.

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FCVS Introduces Enhancements to Increase Efficiencies and Improve User Interface

The Federation Credentials Verification Service (FCVS) recently introduced new product and service enhancements intended to decrease credentials verification processing times and enhance the user experience.

GMEConnect

In May, FCVS released GMEConnect, which is designed to increase the speed and efficiency of graduate medical education (GME) credentialing verifications. GME program directors can now submit participant verification in a secure, Web-based environment, eliminating the need to mail forms. The password-protected service also offers greater security in the transfer of verification documents. During a one-year period of beta-testing of GMEConnect, FCVS saw reductions of 12 percent in the average processing times for institutions using the service

"We have received a great deal of positive feedback from programs who have signed up for the service," said Tracy Bevers, manager of Credentials Verification. "Programs are finding the service to be a time-saver for staff and are pleased with the efficiencies the service provides."

If you are affiliated with a graduate medical education program and would like to sign up for this new and exciting program, please visit us at <http://www.fsmb.org/GMEConnect/GMEconnectStart.aspx>

Enhanced FCVS Application

In July, FCVS released an enhanced online application designed to improve the applicant experience by enhancing the look and feel of the application while employing auto-data validation functionalities. The newly released application will auto-populate certain data elements currently housed within the FCVS database, making the application process less time-consuming.

In addition, the application performs data-validation functions behind the interface, preventing applicants from performing data entry errors such as a graduation date that is earlier than a birth date.

"By ensuring application data is as accurate as possible at the point of data entry, we can process files more efficiently which translates into reduced processing times," said Kevin Caldwell, senior director of FCVS. "We are very excited to implement these enhancements knowing we will be better positioned to meet the future needs of our member boards and applicants."

In conjunction with these technological enhancements, FCVS also has implemented a revised electronic evaluation survey to be completed by applicants after the initial application process. The evaluation will provide additional data regarding user satisfaction and serve as an indicator of where future service-oriented enhancements may be warranted.

"Greater insight into the experiences of our users will allow us to identify ways in which we can make future improvements," said Deborah Reed, manager of FCVS.

For more information, please contact a knowledgeable FCVS Customer Service Representative at fcvs@fsmb.org or toll free 888-ASK-FCVS or visit www.fsmb.org.