

A Leader in Public Protection

FCVS meets The Joint Commission's (TJC) ten principles for a primary source verified credentials verification organization (see TJC's MS.06.01.03 and MS.06.01.05 (2017))

1. **The agency makes known to the user what data and information it can provide.**
 FCVS provides primary source verification of the following items: Identity, Medical School, Post graduate training, License examination history, FSMB sanction history report, ABMS specialty board certification and ECFMG if applicable. FCVS provides this information in our literature -FCVS brochure, web site, physician application, Policies & Procedures.
2. **The agency provides documentation to the user describing how its data collection, information development, and verification process(es) are performed.**
 The details of this information are available in the FCVS Policies & Procedures.
3. **The user is provided with sufficient, clear information on database functions. This information includes any limitations of information available from the agency (for example, practitioners not included in the database);**
 FCVS provides details of this information in our literature to the extent of our verifications—see the FCVS brochure and physician application.
the time frame for agency responses to requests for information;
 The cycle time for processing of applications will vary based on circumstances unique to each application. The FCVS cycle time goal is an average of 29 days or less for initial applications and 15 days or less for subsequent applications. Please contact FCVS for the latest estimated turn-around times. We remain committed to communicating with you during the process.
and a summary overview of quality control processes relating to data integrity, security, transmission accuracy, and technical specifications.
 FCVS literature explains our final step in producing a Physician Information Profile is Quality Assurance; that each profile sent to a medical board is delivered via secured electronic transmission using current industry standards best practices and each entity (hospital) profile is delivered via trackable mail.
4. **The user and agency agree on the format for transmission of an individual's credentials information from that agency.**
 The format may be hard copy or electronic transmissions.
5. **The user can easily discern which information, transmitted by the agency, is from a primary source and which is not.**
 The FCVS Physician Information Profile identifies primary source and non-primary source verification information.
6. **When the agency transmits information that can become out of date (such as licensure, board certification), it provides the date on which the information was last updated from the primary source.**
 The FSMB Physician Data Center report provides the date it was updated.
7. **The agency certifies that the information transmitted to the user accurately presents the information obtained by it.**
 Front page of the FCVS physician information profile certifies this - "Unless noted otherwise, all documents contained in this report were received directly from the issuing institution per request made by FCVS".
8. **The user can discern whether the information transmitted by the agency from a primary source is all the primary source information in the agency's possession pertinent to a given item and, if not, where additional information can be obtained.** The FCVS Physician Information Profile identifies primary source and non-primary source verification information.
9. **When necessary, the user can engage the agency's quality control process to resolve concerns about transmission errors, inconsistencies, or other data issues that may be identified from time to time.**
 Quality Assurance supervisor is available during normal business hours (8:00am – 5:00pm Central) to resolve any issues of this nature.
10. **The user has a formal arrangement with the CVO for communication of any changes in credentialing information.**
 The formal arrangement will note that the credentials verified by FCVS are done so at a point in time and that they are considered static at that time. Since static credentials will not change, there would be no communication necessary.