

ECFMG | FAIMER Primary Source Verification (PSV) Services Meet The Joint Commission’s (TJC) Principles* for a Credentials Verification Organization (CVO)

1	<p>The agency makes known to the user the data and information it can provide.</p> <p>ECFMG outlines the information that it provides for the credentials that it primary-source verifies in documentation provided to clients and on the Electronic Portfolio of International Credentials (EPICSM) website.</p>
2	<p>The agency provides documentation to the user describing how its data collection, information development, and verification processes are performed.</p> <p>A detailed account of ECFMG’s PSV process is provided to each client and is available to one-time report recipients upon request.</p>
3	<p>The user is given sufficient, clear information on database functions, including any limitations of information available from the agency (such as practitioners not included in the database), the time frame for agency responses to requests for information, and a summary overview of quality control processes related to data integrity, security, transmission accuracy, and technical specifications.</p> <p>Documentation outlining ECFMG’s PSV methods, service-level agreements, security measures, and technical specifications is made available to clients of ECFMG’s PSV services. For one-time report recipients of EPIC Reports, this information is available on request.</p>
4	<p>The user and agency agree on the format for transmitting credentials information about an individual from the CVO.</p> <p>ECFMG outlines transmission methods available to users through client documentation and on the EPIC website.</p>
5	<p>The user can easily discern what information transmitted by the CVO is from a primary source and what is not.</p> <p>Most verifications are accompanied by a copy of the documentation from the issuing institution on which ECFMG based its verification decision. This enables the user to see that the response was received from the primary source. In cases in which the verification was completed by another authorized party, the verification is accompanied by a letter that provides this information. For one-time report recipients of EPIC Reports, this information may be available on request.</p>
6	<p>For information transmitted by the agency that can go out of date (for example, licensure, board certification), the CVO provides the date the information was last updated from the primary source.</p> <p>ECFMG verifications contain the date that the credential was verified.</p>
7	<p>The CVO certifies that the information transmitted to the user accurately represents the information obtained by it.</p> <p>By providing a copy of the documentation from the issuing institution on which ECFMG based its verification decision, ECFMG ensures each report recipient has an accurate account of the information obtained. For one-time report recipients of EPIC Reports, this information may be available on request.</p>
8	<p>The user can discern whether the information transmitted by the CVO from a primary source is all the primary source information in the CVO’s possession pertinent to a given item or, if not, where additional information can be obtained.</p> <p>Verifications are accompanied by a copy of the documentation from the issuing institution on which ECFMG based its verification decision. Additionally, client documentation outlines how users are informed about any instances of irregular behavior. Additional information can be obtained by contacting ECFMG.</p>
9	<p>The user can engage the CVO’s quality control processes when necessary to resolve concerns about transmission errors, inconsistencies, or other data issues that may be identified from time to time.</p> <p>ECFMG maintains a dedicated team of representatives to resolve concerns, including concerns about transmission errors, inconsistencies, and other data issues.</p>
10	<p>The user has a formal arrangement with the CVO for communicating changes in credentialing information.</p> <p>Each ECFMG client is provided with a customized Operating Plan or Contract outlining communication around credentialing information and any instances of irregular behavior.</p>

*Principles are cited from the 2020 Comprehensive Accreditation Manual for Hospitals, published by The Joint Commission.