



**DEFENSE HEALTH AGENCY**  
7700 ARLINGTON BOULEVARD, SUITE 5101  
FALLS CHURCH, VIRGINIA 22042-5101

DHA-Policy Memorandum 24-005  
February 1, 2024

MEMORANDUM FOR: SEE DISTRIBUTION LIST

SUBJECT: Mandatory Use of the Defense Health Agency Centralized Credentials Verification Service

- References:
- (a) Defense Health Agency Procedures Manual 6025.13, Clinical Quality Management in the Military Health System, Volume 4: Credentialing and Privileging, August 29, 2019
  - (b) Department of Defense Instruction 6025.13, Medical Quality Assurance and Clinical Quality Management in the Military Health System, July 26, 2023
  - (c) The Joint Commission Hospital Accreditation Standards, current manual

The Defense Health Agency (DHA) Policy Memorandum, based on the authorities of References (a), (b), and (c) establishes the requirement for the Primary source verification (PSV) of credentials for credentialing and privileging providers. The DHA Centralized Credentials Verification Service (CCVS) is a centrally contracted service that provides PSV of provider credentials to all military medical treatment facilities (MTF). The CCVS is intended to standardize credentials verification requirements and processes and improve adherence to DHA credentials verification procedures in compliance with regulatory guidance and applicable Federal and state laws. PSV of credentials for military, DHA civilian employees, volunteers, and maintenance of personal services contractors, assigned, detailed to, or otherwise used to perform duties and functions associated with MTF operations are serviced by the CCVS.

MTF use of the CCVS is now mandatory for routine initial, renewal, and modification of privileging applications and applicable non-privileged nurses assigned to DHA. The following exceptions apply to the use of the CCVS:

- PSV for credentials that MTF leadership determines to be urgent.
- Civilian applicants who have not yet onboarded at the MTF.
- Personal services contractors. Vendors for personal services contractors must submit their initial verification to the MTF's Credentialing Office. For renewals and modifications, MTFs will use the CCVS.
- Non-personal services contractors. Vendors for non-personal services contractors must submit all their credentials and PSVs to the MTF's Credentialing Office.
- Interfacility Credentials Transfer Briefs for operational clinical services are exempt. Utilization of the CCVS for operational purposes will be executed in accordance with the CCVS contract's Performance Work Statement.

The DHA-Policy Memorandum is **cleared for public release** and available on the internet from Health.mil site at [https://health.mil/Reference -Center/Policies](https://health.mil/Reference-Center/Policies), and is also available to authorized users from the DHA SharePoint site at <https://info.health.mil/cos/admin/pubs/DHA%20Publications%20Signed/Forms/AllItems.aspx>

The point of contact for this memorandum is the Clinical Quality Management Branch, Clinical Support Division, Medical Affairs and can be reached by e-mail at [dha.ncr.clinic-qual.mbx.dhacredentialsprivileging@health.mil](mailto:dha.ncr.clinic-qual.mbx.dhacredentialsprivileging@health.mil).

CROSLAND.TEL  
ITA.1017383040

Digitally signed by  
CROSLAND.TELITA.1017383040  
Date: 2024.02.01 14:33:30 -0500

TELITA CROSLAND  
LTG, USA  
Director

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