

Thank you for applying to the University of New Mexico Health System. You will soon be receiving an email from [AppCentral@CACTUSSoftware.com](mailto:AppCentral@CACTUSSoftware.com) with a link to the Credentialing Application and Privilege request form(s). To complete this application process:

1. **Ensure you are using the most current version of your browser.** You may check this at: <https://updatemybrowser.org/>
2. **Click on the individual link that will be sent in a separate email** from [AppCentral@CACTUSSoftware.com](mailto:AppCentral@CACTUSSoftware.com) to create your AppCentral ID and Password.
3. **Complete the UNM Health System Physician and Practitioner Credentials Application (each form requires separate submittal of the green submit button):**
  - a. Page 2 (Hospital and Healthcare Affiliations) - if you answer "yes" to any of the questions and you are joining UNMH medical staff, this will typically be your admitting facility.
  - b. Page 4 (Practice Locations) - if you know where your UNM practice location is going to be, please list in this section.
4. **If you are applying for Privileges; complete, sign, and date clinical privileges form(s) (each form requires a separate submittal of the green submit button):**
  - a. Clinical privilege forms are entity-specific and you will need to complete for each entity to which you are applying. If you do not wish to request certain procedures within the core, please make a note of such in the comments box.
  - b. Review the criteria for privileges requested to ensure you meet criteria. You will be required to submit supporting documentation, if applicable, during the process of your application.

**Additional Notes:**

1. You may review the Medical Staff Bylaws, Rules and Regulations, and Policies for the respective facility you are applying to:
  - a. UNMH: <http://clinicalaffairs.unm.edu/unmhmsa/documents.html>
  - b. UNMMG: <https://unmhealth.org/medical-professionals/credentialing-privileging.html>
2. You will be notified of any outstanding items required from you during the processing of your application via your designated Credentialing/Enrollment Liaison.
3. Please anticipate **at least 60 to 90 days** from the time of submitting a complete credentialing application with all supporting documents to approval. Once processed by the Credentialing Verification Office; the application is turned over to the Entity Medical Staff Affairs for review, analysis, and preparation for recommendation and approval. This process may take a little less or a little longer.
4. Lastly, please note that: all applicants have the right to be informed of their application status. Application status inquiries should be directed to the UNM Health System CVO. Practitioners may utilize any or all of the following to ensure accurate file information:
  - a. The right of the practitioners to review information submitted to support their credentialing application.
  - b. The right of practitioners to correct erroneous information.
  - c. The right of practitioners to be informed of the status of their credentialing or re-credentialing application upon request.
  - d. The right of practitioners to be notified of these rights.

University of New Mexico Health Systems Credentialing Verification Office  
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