

New Credentials Verification Organization Added for Enhanced Support of Credentialing Services

To support our credentialing operations, we have expanded our relationships with Credentials Verification Organizations (CVO) that offer additional streamlined credentialing solutions. Effective **September 22, 2026**, you may be contacted by CertifyOS for requests related to credentialing and/or re-credentialing. CertifyOS joins Verisys Corporation as an authorized CVO agent supporting Florida Blue.

This additional support improves efficiencies, accuracy, and timeliness of our credentialing and provider data maintenance process and helps to conform with National Committee for Quality Assurance (NCQA) standards.

What You Need to Know

Verisys or CertifyOS may contact you on behalf of Florida Blue as part of the credentialing and recredentialing process. We ask that you provide timely responses to avoid undue delays.

The Council for Affordable Quality Healthcare's (CAQH) Universal Credentialing Data Source is used for professional providers requesting participation in our networks. CAQH offers an efficient online application process and follows NCQA standards for recredentialing every three years. Please be sure to review and re-attest to the accuracy of your information at least every 120 days to expedite the credentialing process. If you are already registered to use CAQH, you do not need to register again with either CVO.

Provider and Facility Actions

To complete the credentialing or recredentialing process through CertifyOS, providers and facilities who are not registered with CAQH, or elect not to use it, must register through the CertifyOS Provider Portal to access the online credentialing application. The sign-up and login links are listed below:

- **Sign-Up:** <https://provider-portal.certifyos.com/join/florida-blue>
- **Login:** <https://provider-portal.certifyos.com/>

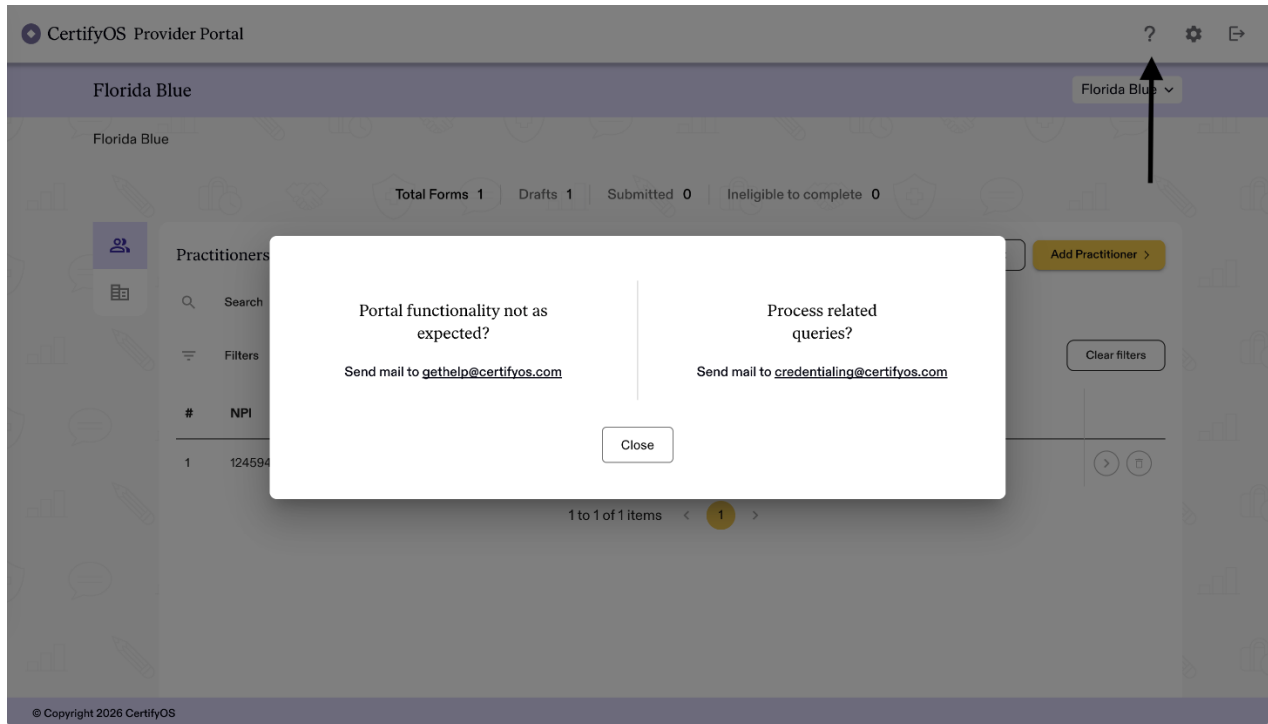
Important: Providers and facilities operate under distinct authentication systems and require separate login credentials. When a single staff member is responsible for credentialing activities across both provider and facility entities, two independent user accounts must be established, each with a unique User ID and password combination. Upon initial login, users may designate additional providers by selecting the "Add New Provider" function and entering the corresponding unique Practitioner ID (Prac ID) for each provider within the organizational group.

How to Contact the CertifyOS Support Team

For issues accessing the CertifyOS Provider Portal or if you need information from CertifyOS, you can contact the team directly in one of two ways:

- **Email:** gethelp@certifyos.com with a short description of the issue, the provider or facility name, and the Florida Blue ID number, if available.
- **Submit a ticket in the portal:** Log in and create a help desk ticket from within the portal (see screen capture below). This is the fastest way to get your request routed and tracked.

Tip: Include the Florida Blue ID when submitting facility or location info. It is required to identify unique locations and helps us resolve issues faster.



Our goal is to offer an efficient credentialing and recredentialing process while continuing to enhance our operational efficiencies to better support providers and our members. We will continue to share status updates of your application through our normal communication channels.