



Intealth[®]

Advancing the Global Health Workforce

MyIntealth[®] Entity User Guide: Certification Verification Service (CVS)

Table of Contents

1 **Certification Verification Service (CVS)** **3**

 1.1 Navigating to CVS..... 3

 1.2 Submit New CVS Requests..... 5

 1.3 Search for CVS Reports10

 1.4 Access Your Financial Activity in the Entity’s Financial Account12

 1.5 Add Funds to a Financial Account14

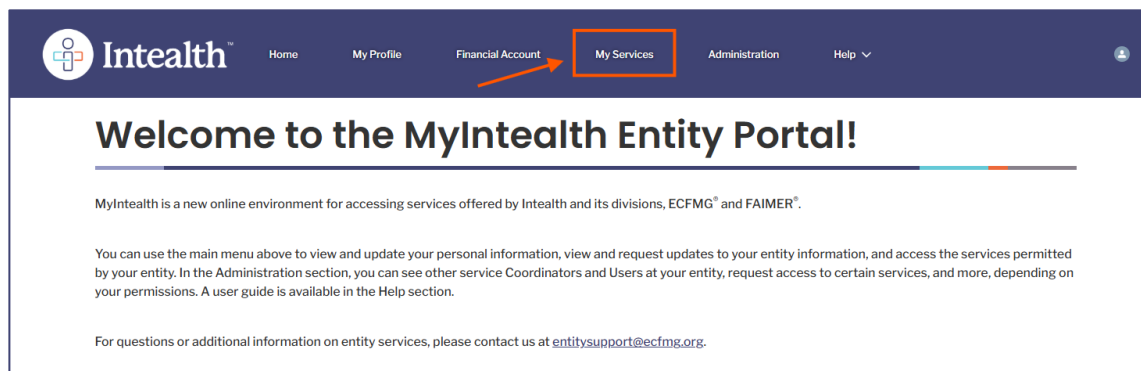
 1.6 Add New Authorized Users to Your Entity Account.....21

 1.7 View and Request Service Access..... 24

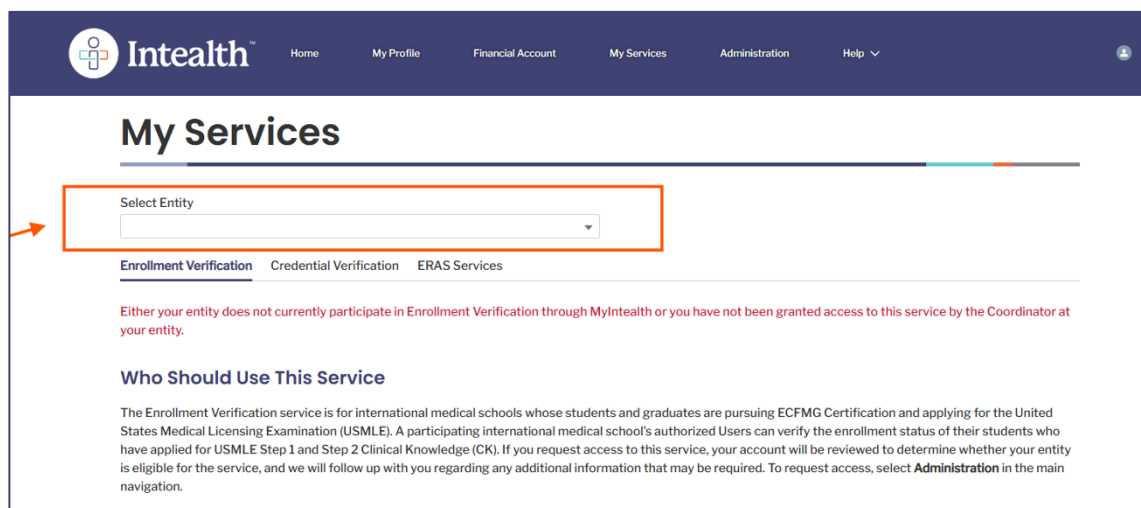
1 Certification Verification Service (CVS)

1.1 Navigating to CVS

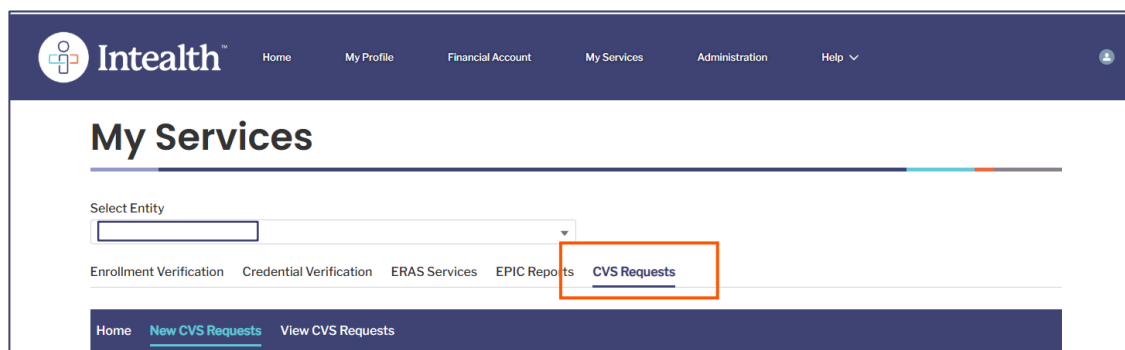
Step 1. Once you log in to the **MyIntealth Entity Portal**, click **My Services** in the main menu.



Step 2. On **My Services**, select the **Entity** that has access to CVS from the drop-down menu if your account is associated with more than one entity.



Step 3. Once you select the **Entity** that has access to CVS, click the **CVS Requests** tab.



Note: The **MyIntealth Entity Portal** provides access to several services for different types of entities, including international medical schools. On **My Services**, you will see tabs for these services, such as **Enrollment Verification** and **Credential Verification**, even though your entity may not be eligible to use them. Please refer to the summary on screen for a description of the service.

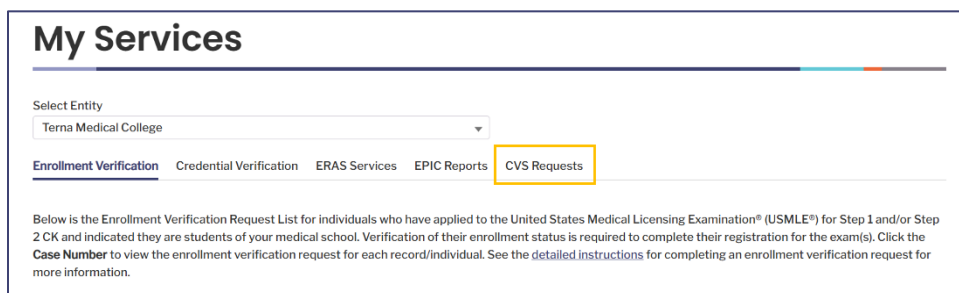
Step 4. To begin a new request for a CVS report, proceed to the [Submit New CVS Requests](#) section of this user guide.

1.2 Submit New CVS Requests

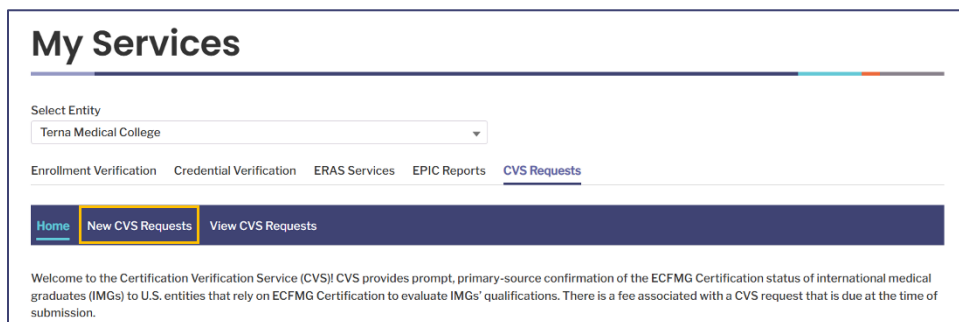
Step 1. Log in to the **MyIntealth Entity Portal**. In the top banner, click **My Services**.



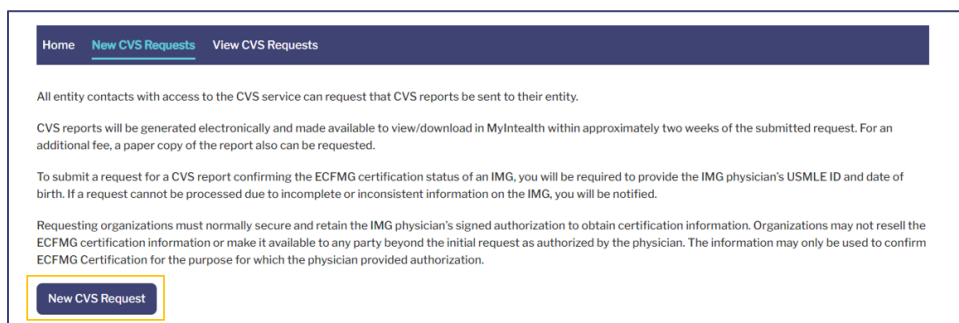
Step 2. Click the **CVS Requests** tab.



Step 3. Click the **New CVS Requests** tab in the blue banner.



Step 4. Click the **New CVS Request** button at the bottom of the screen.



Step 5. In the **IMG Information** section, enter the **USMLE ID or MyIntealth ID** and **Date of Birth**.

Home [New CVS Requests](#) [View CVS Requests](#)

IMG Information

To request a CVS report confirming the ECFMG certification status of an IMG, please enter the required information for the IMG below.

USMLE ID or MyIntealth ID

Date of Birth

[Cancel](#) [Next](#)

Step 6. Click **Next**.

Home [New CVS Requests](#) [View CVS Requests](#)

IMG Information

To request a CVS report confirming the ECFMG certification status of an IMG, please enter the required information for the IMG below.

USMLE ID or MyIntealth ID

Date of Birth

[Cancel](#) [Next](#)

Step 7. Review the information in the **CVS Report Request Review** section. Under the **Delivery Instructions**, click **Next**.

Home [New CVS Requests](#) [View CVS Requests](#)

☒ Would you like a paper copy of this report to be sent for an additional fee? If yes, check the box. If no, leave it blank.

☒ Would you like the paper copy of this report sent to the general mailing address on record for your organization? If yes, check the box. If you want the paper copy to be addressed and sent directly to you, leave it blank.

CVS Report Request Review

Below is the information you provided as part of this request. If any information is incorrect, you can change your responses by clicking **Previous**. If you confirm that all information is correct as listed below, click **Next**.

IMG Information

USMLE ID

Date of Birth

Entity Information

Requesting Entity

Billing Street

Billing City

Billing State

Billing ZIP/Postal Code

Billing Country

Delivery Instructions

The CVS report will be generated electronically once the request is processed. You will be notified when it is available to view/download in MyIntealth. Per your request, a paper copy of the CVS report also will be addressed and mailed directly to you.

[Cancel](#) [Previous](#) [Next](#)

a. This page has the option to also request a paper copy of this report.

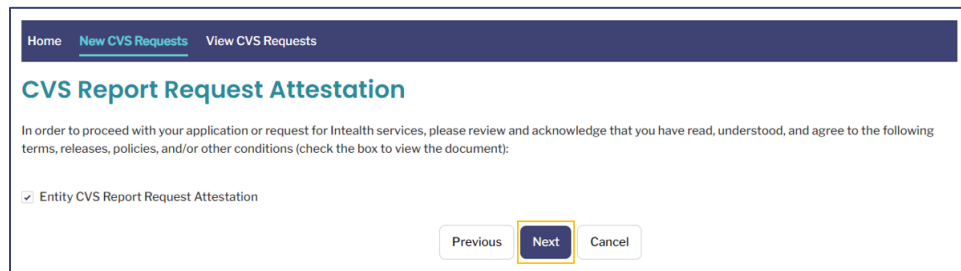
Step 8. The request is now available for review on the **CVS Status Report Request Summary** page. Once ready, click **Next**.

- a. From this page, you can **Remove** or **Edit** the current request, as well as **Add Another Request**.

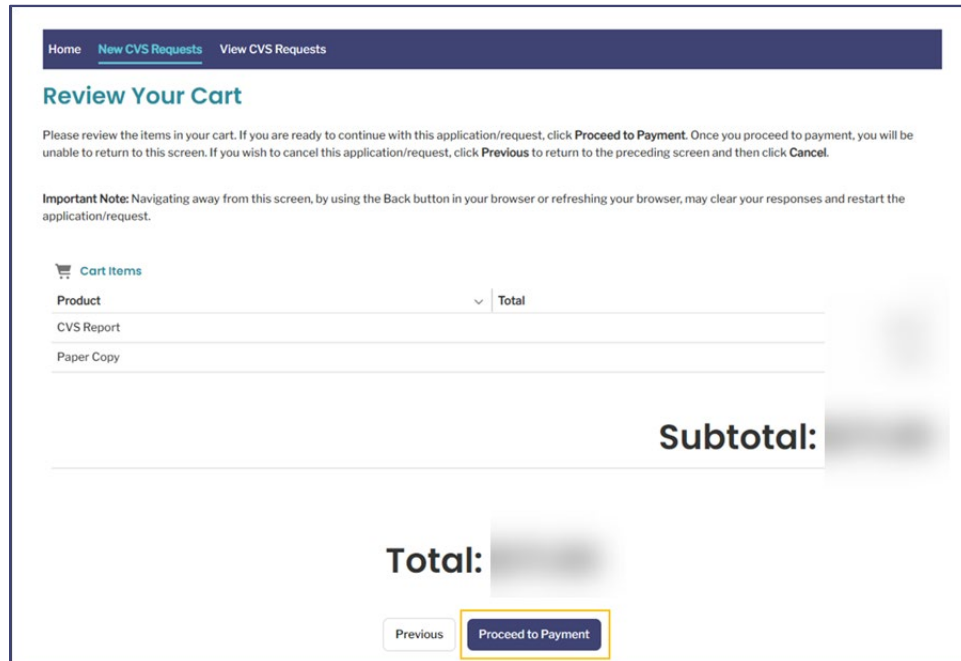
Step 9. Review the **CVS Report Request Attestation** section, and click the **Entity CVS Report Request Attestation** checkbox.

Step 10. The **Entity CVS Report Request Attestation** pop-up appears. Review the information, and click **Accept**.

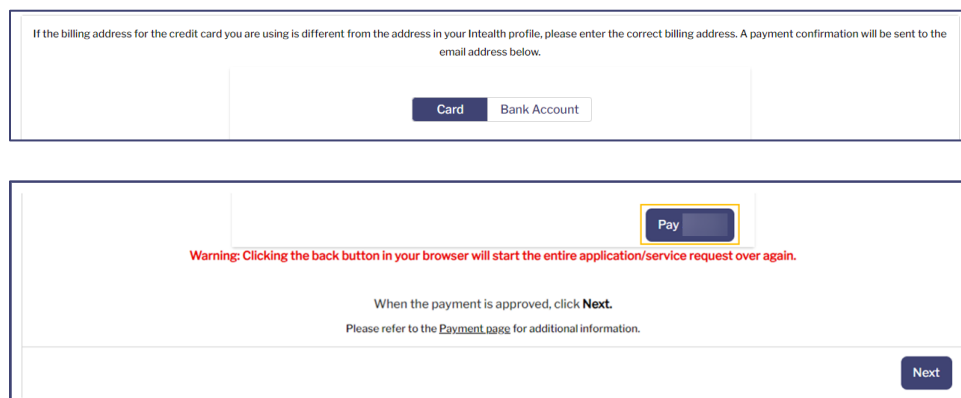
Step 11. Click **Next**.



Step 12. The **Review Your Cart** page appears. Click **Proceed to Payment**.



Step 13. Complete the subsequent **Billing Address** and **Payment Info** sections and click **Pay**.



Step 14. A **Thank You!** notification appears with the **Case Number** for your request. Click **Next** to return to the **MyIntealth Entity Portal** home page.

Thank You!

You have successfully submitted your application/service request. We will notify you as soon as your request has been processed. You can also monitor the status of this request using the case number provided below.

For your reference, your case number for this request is [REDACTED]

Payment Confirmation Number: [REDACTED]

Amount: \$ [REDACTED]

[Next](#)

1.3 Search for CVS Reports

Step 1. To search for CVS reports that have been issued to you or your organization, click **My Services** in the main menu, select the **Entity** that has access to CVS from the drop-down menu if your account is associated with more than one entity, click the **CVS Requests** tab, and then click the **View CVS Requests** sub-tab.

The screenshot shows the 'My Services' page. The top navigation bar includes 'Home', 'My Profile', 'Financial Account', 'My Services' (highlighted), 'Administration', and 'Help'. Below the navigation bar, the 'My Services' section has a 'Select Entity' dropdown menu. Below this, there are tabs for 'Enrollment Verification', 'Credential Verification', 'ERAS Services', 'EPIC Reports', and 'CVS Requests' (highlighted). Under the 'CVS Requests' tab, there are sub-tabs for 'Home', 'New CVS Requests', and 'View CVS Requests' (highlighted). A blue arrow points to the 'Select Entity' dropdown menu. An orange arrow points to the 'View CVS Requests' link. Below the sub-tabs, there is a text block explaining how to view CVS Reports and a 'Search' button.

Step 2. Enter the desired search criteria, and then click the **Search** button to view reports.

The screenshot shows the search criteria section of the 'My Services' page. The 'Date From' field is set to 'Oct 8, 2025', the 'Date To' field is set to 'Nov 7, 2025', and the 'Requestor' dropdown is set to 'Me'. The 'USMLE ID' and 'Last Name/Surname, Rest of Name' fields are empty. The 'Search' button is highlighted with a blue arrow. Below the search criteria, there is a 'Clear' button and a 'Search' button.

- Step 3.** The system defaults to show reports issued to you. To search and view reports issued to other contacts at your organization, select **“Entity Contacts at the account”** from the drop-down menu under **Requestor**.

The screenshot shows the 'My Services' page in the MyIntealth system. The top navigation bar includes links for Home, My Profile, Financial Account, My Services, Administration, and Help. The 'My Services' section is active, and the 'CVS Requests' tab is selected. Below the tabs, there is a search area with fields for Date From, Date To, Requestor, USMLE ID, and Last Name/Surname, Rest of Name. The 'Requestor' dropdown menu is open, showing options: 'Me' (selected), 'Entity Contacts at the account', and '✓ Me'. An orange box highlights the 'Requestor' dropdown menu, and an orange arrow points to the 'Entity Contacts at the account' option. The page also displays instructions on how to view CVS Reports and a section for Active Requests (0).

My Services

Select Entity

Enrollment Verification Credential Verification ERAS Services EPIC Reports **CVS Requests**

Home New CVS Requests **View CVS Requests**

To view CVS Reports for the entity selected, enter a date range, and click search. The CVS Report Request list will appear below. To view all reports requested by you, select "Me" as the Requestor; to view all reports sent to your organization, select "Entity Contacts." You can also enter search criteria like USMLE ID or name to find a specific request.

CVS requests that are in process will be listed under **Active Request(s)**. CVS requests that have already been processed will be listed under **Completed Request(s)**. Click **View** in the row for a completed request to access the report.

*Date From *Date To *Requestor USMLE ID Last Name/Surname, Rest of Name

Sep 17, 2025 Oct 17, 2025 Me Entity Contacts at the account ✓ Me

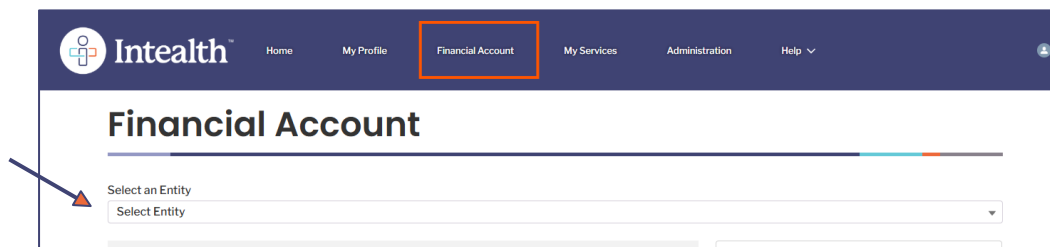
Clear Search

Active Requests(0)

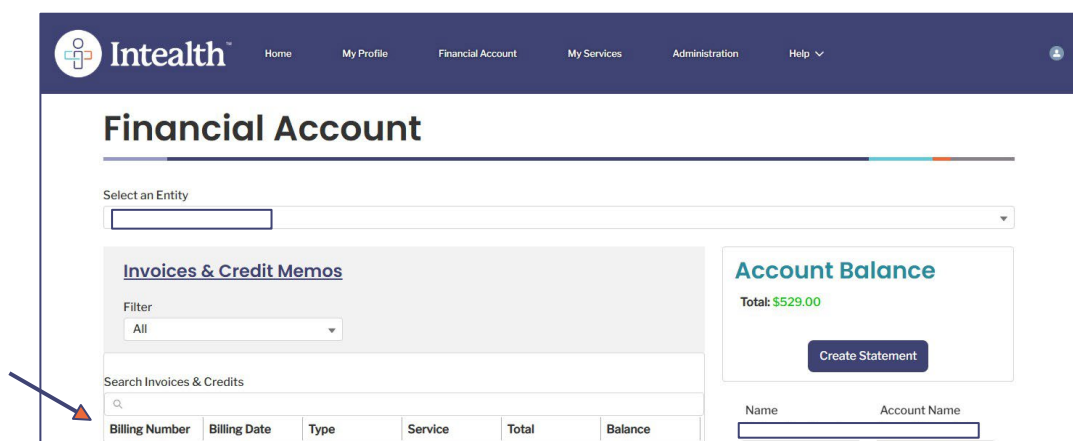
1.4 Access Your Financial Activity in the Entity's Financial Account

Step 1. If you are the MyIntealth Coordinator for the CVS service, you can view your financial activity for the entity on the **Financial Account** screen. Select the **Entity** from the drop-down menu to view your activity.

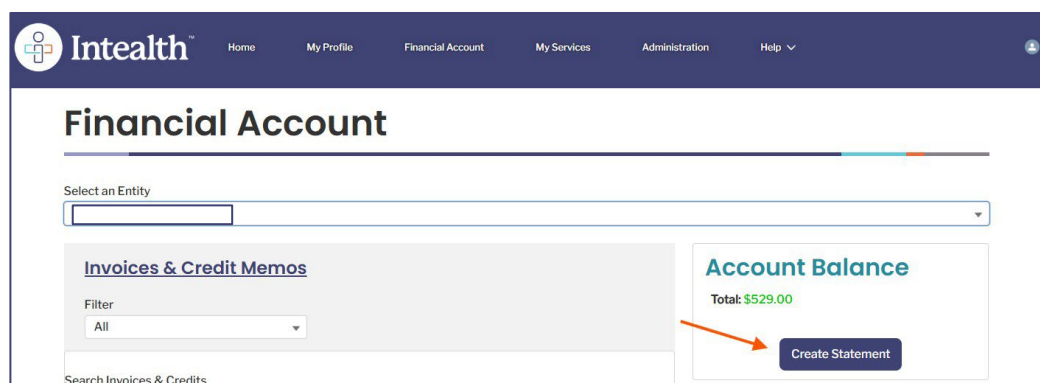
Note: If you are not the MyIntealth Coordinator for the CVS service for an entity, you will not see any information on the **Financial Account** screen.



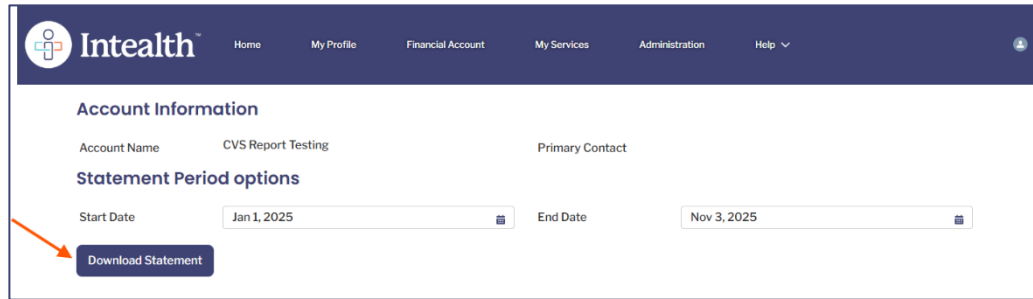
Step 2. Once the entity is selected, your financial activity for that entity will be visible. Click the **Billing Number** to see additional details.



Step 3. To create a downloadable PDF statement of your financial activity, click the **Create Statement** button under the **Account Balance** section of the **Financial Account** screen.



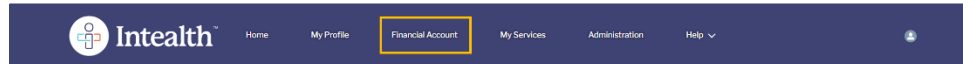
- Step 4.** On the **Account Information** screen, enter a **date range** for the statement period of your financial activity that you would like to view, and then click the **Download Statement** button.



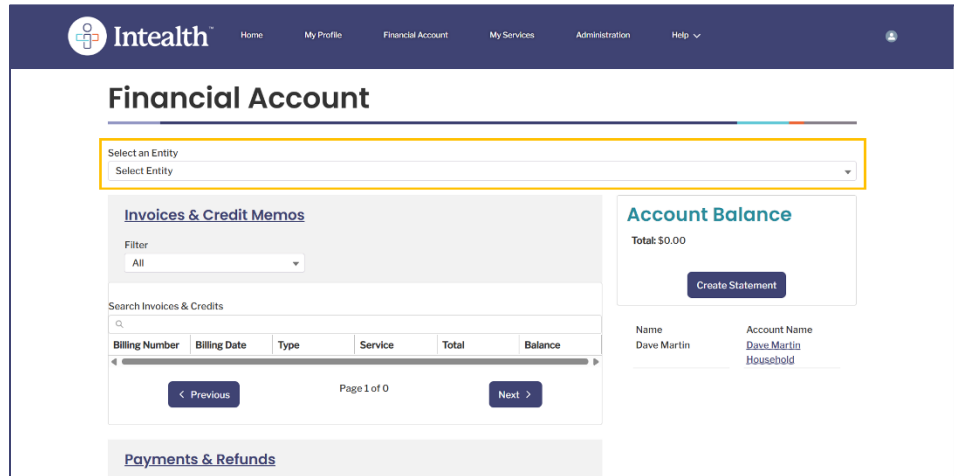
The screenshot displays the Intealth user interface. At the top is a dark blue navigation bar with the Intealth logo and links for Home, My Profile, Financial Account, My Services, Administration, and Help. Below this is the 'Account Information' section, which includes the account name 'CVS Report Testing' and the label 'Primary Contact'. The 'Statement Period options' section contains two date input fields: 'Start Date' with the value 'Jan 1, 2025' and 'End Date' with the value 'Nov 3, 2025'. Both fields have a calendar icon to their right. Below these fields is a dark blue button labeled 'Download Statement'. An orange arrow points to this button from the left side of the screen.

1.5 Add Funds to a Financial Account

Step 1. From the **MyIntealth Entity Portal** homepage, in the top banner, click **Financial Account**.



Step 2. The **Financial Account** page appears. **Select an Entity** from the drop-down menu.



Note: Once selected, a list of past **Payments & Refunds** appear for reference.

Step 3. Under the **Make a Payment** section, select an **Entity** from the drop-down menu.

All

Search Payments and Refunds

Payments & Refunds	Receipt Date	Type	Case Service	Reference	Method	Amount	Balance
CR-06534	May 4, 20...	Payment		ORD-00...	Credit Card	\$200.00	\$200.00
CR-06530	Apr 29, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-06525	Apr 27, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-05810	Jul 17, 20...	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-05536	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$250.00	\$184.00
CR-05537	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-04889	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04887	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	\$0.00
CR-04888	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04890	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00

< Previous

Page 1 of 2

Next >

Make a Payment

At any time, you can make a payment to your financial account for an amount you owe for past services or to pay in advance for a future application or service request. Please refer to the [Payment page](#) for additional information.

Click **Next** if you would like to make a payment.

Entity

--None--

Next

Step 4. Click **Next**.

Step 5. Enter an **Amount**, and click **Next**.

Payments & Refunds

Filter
All

Search Payments and Refunds

Payments & Refunds	Receipt Date	Type	Case Service	Reference	Method	Amount	Balance
CR-06534	May 4, 20...	Payment		ORD-00...	Credit Card	\$200.00	\$200.00
CR-06530	Apr 29, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-06525	Apr 27, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-05810	Jul 17, 20...	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-05536	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$250.00	\$184.00
CR-05537	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-04889	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04887	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	\$0.00
CR-04888	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04890	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00

< Previous Page 1 of 2 Next >

Make a Payment

* Amount ⓘ

Previous Next

Step 6. Complete the subsequent **Billing Address** and **Payment Info** sections, and click **Pay**.

CR-06525	Apr 27, 20...	Payment	ORD-00...	Credit Card	\$100.00	\$100.00
CR-05810	Jul 17, 20...	Payment	ORD-00...	Credit Card	\$66.00	\$0.00
CR-05536	Jul 8, 2025	Payment	ORD-00...	Credit Card	\$250.00	\$184.00
CR-05537	Jul 8, 2025	Payment	ORD-00...	Credit Card	\$66.00	\$0.00
CR-04889	Mar 7, 20...	Refund	ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04887	Mar 7, 20...	Refund	ORD-00...	Credit Card	-\$46.00	\$0.00
CR-04888	Mar 7, 20...	Refund	ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04890	Mar 7, 20...	Refund	ORD-00...	Credit Card	-\$46.00	-\$46.00

< Previous

Page 1 of 2

Next >

Make a Payment

Card

Bank Account

Billing Address

Payment Info

Apt / Suite

Tallahassee

Florida

32399-3253

United States

VISA

?

Pay \$500.00

Close Payment Screen

Step 7. A **Transaction approved** notification appears. Click **Close Payment Screen**.

CR-06525	Apr 27, 2025	Payment	ORD-00...	Credit Card	\$100.00	\$100.00
CR-05810	Jul 17, 2025	Payment	ORD-00...	Credit Card	\$66.00	\$0.00
CR-05536	Jul 8, 2025	Payment	ORD-00...	Credit Card	\$250.00	\$184.00
CR-05537	Jul 8, 2025	Payment	ORD-00...	Credit Card	\$66.00	\$0.00
CR-04889	Mar 7, 2025	Refund	ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04887	Mar 7, 2025	Refund	ORD-00...	Credit Card	-\$46.00	\$0.00
CR-04888	Mar 7, 2025	Refund	ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04890	Mar 7, 2025	Refund	ORD-00...	Credit Card	-\$46.00	-\$46.00

< Previous

Page 1 of 2

Next >

Make a Payment

Billing

Apt / Suite

Tallahassee

Florida

32399-3253

United States

Payment Info

VISA

?

Pay \$500.00

Transaction approved

Close Payment Screen

Step 8. To verify the transaction is complete, return to the **Financial Account** page, and select the **Entity** from the drop-down menu.

Financial Account

Select an Entity
Select Entity

Invoices & Credit Memos

Filter
All

Search Invoices & Credits

Billing Number	Billing Date	Type	Service	Total	Balance
Page 1 of 0					

Account Balance

Total: \$0.00

Create Statement

Name: Dave Martin
Account Name: Dave Martin Household

Payments & Refunds

Step 9. Once the **Entity** has been selected, review the **Payments & Refunds** section.

Payments & Refunds	Receipt Date	Type	Case Service	Reference	Method	Amount	Balance
00006654	Feb 25, 2025	Invoice	CVS Reports			\$71.00	\$0.00
00006656	Feb 25, 2025	Invoice	CVS Reports			\$71.00	\$0.00
00006657	Feb 25, 2025	Invoice	CVS Reports			\$71.00	\$0.00
00006652	Feb 24, 2025	Invoice	CVS Reports			\$71.00	\$0.00

Page 1 of 2

Payments & Refunds

Filter
All

Search Payments and Refunds

Payments & Refunds	Receipt Date	Type	Case Service	Reference	Method	Amount	Balance
CR-06534	May 4, 20...	Payment		ORD-00...	Credit Card	\$200.00	\$200.00
CR-06530	Apr 29, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-06525	Apr 27, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-05810	Jul 17, 20...	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-05536	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$250.00	\$184.00
CR-05537	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-04889	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04887	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	\$0.00
CR-04888	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04890	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00

Page 1 of 2

Make a Payment

At any time, you can make a payment to your financial account for an amount you owe for past services or to pay in advance for a future application or service request. Please refer to the Payment page for

Step 10. Identify and click the recent payment case.

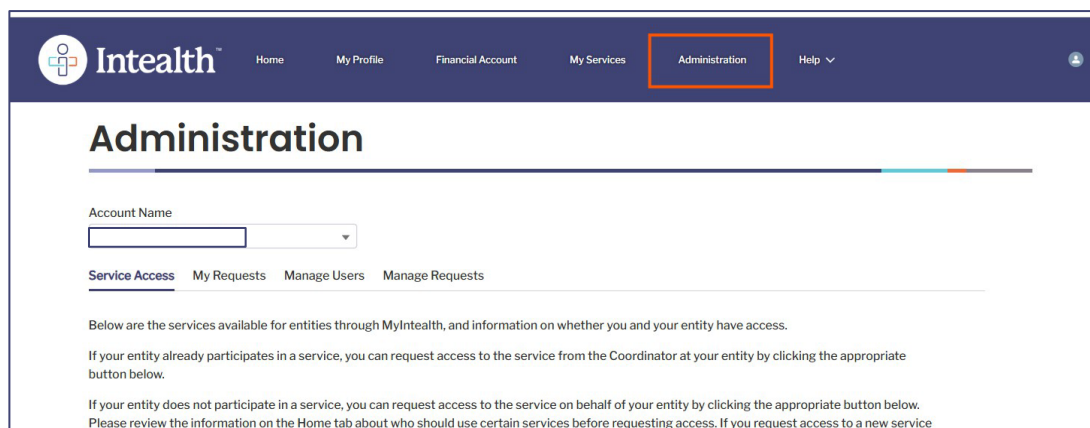
Payments & Refunds							
Filter							
All							
Search Payments and Refunds							
Payments & Refunds	Receipt Date	Type	Case Service	Reference	Method	Amount	Balance
CR-06534	May 4, 20...	Payment		ORD-00...	Credit Card	\$200.00	\$200.00
CR-06535	May 4, 20...	Payment		ORD-00...	Credit Card	\$500.00	\$500.00
CR-06530	Apr 29, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-06525	Apr 27, 2...	Payment		ORD-00...	Credit Card	\$100.00	\$100.00
CR-05810	Jul 17, 20...	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-05536	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$250.00	\$184.00
CR-05537	Jul 8, 2025	Payment		ORD-00...	Credit Card	\$66.00	\$0.00
CR-04889	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
CR-04887	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	\$0.00
CR-04888	Mar 7, 20...	Refund		ORD-00...	Credit Card	-\$46.00	-\$46.00
< Previous			Page 1 of 3		Next >		

Step 11. The payment case details appear for reference.

 Intealth™				Home	My Profile	Financial Account	My Services	Administration	Help ▾
Payment or Refund Name				CR-06535					
Case				Receipt Date ⓘ	5/4/2026				
Case Service				Amount ⓘ	\$500.00				
Reference ⓘ				Applied Amount ⓘ	\$0.00				
				Balance ⓘ	\$500.00				

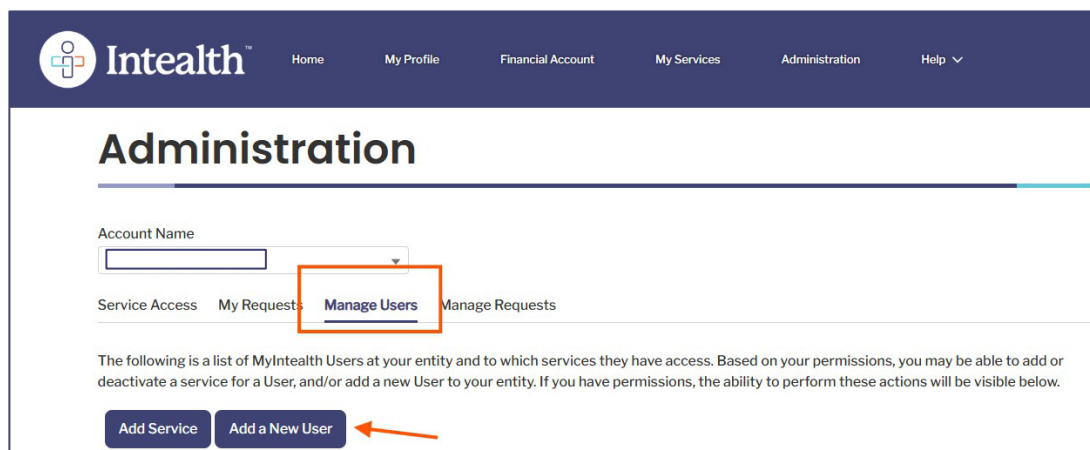
1.6 Add New Authorized Users to Your Entity Account

Step 1. If you are the MyIntealth Coordinator for the CVS service for your entity, you can request to add new Authorized Users with access to CVS to your entity account. To add a new user, select **Administration** from the main menu.



Step 2. On the **Administration** screen, select **Manage Users**, and then click the **Add a New User** button.

Note: If you do not see the **Add a New User** button, you need to contact the MyIntealth Coordinator for the CVS service at your entity and have them add the new user.



Step 3. Enter the required information for the new user, select **CVS** as the service you want the user to access, and click **Submit**.

Note: Once your request is submitted, it will be reviewed and processed by Intealth staff.

Intealth™ Home My Profile Financial Account My Services Administration Help

Administration

Account Name

Service Access My Requests **Manage Users** Manage Requests

Add a New User

Please provide the following information for the new MyIntealth User you would like to add to your entity.

* Last Name/Surname:

Rest of Name:

☐ The User's legal name consists of one name only.

Generational Suffix:

* Date of Birth:

* Email Address:

* Phone Number:

* Date of Birth:

* Email Address:

* Phone Number:

* Department:

* Job Title:

* Country of Residence:

* Select the service(s) you would like this User to be able to access through MyIntealth.

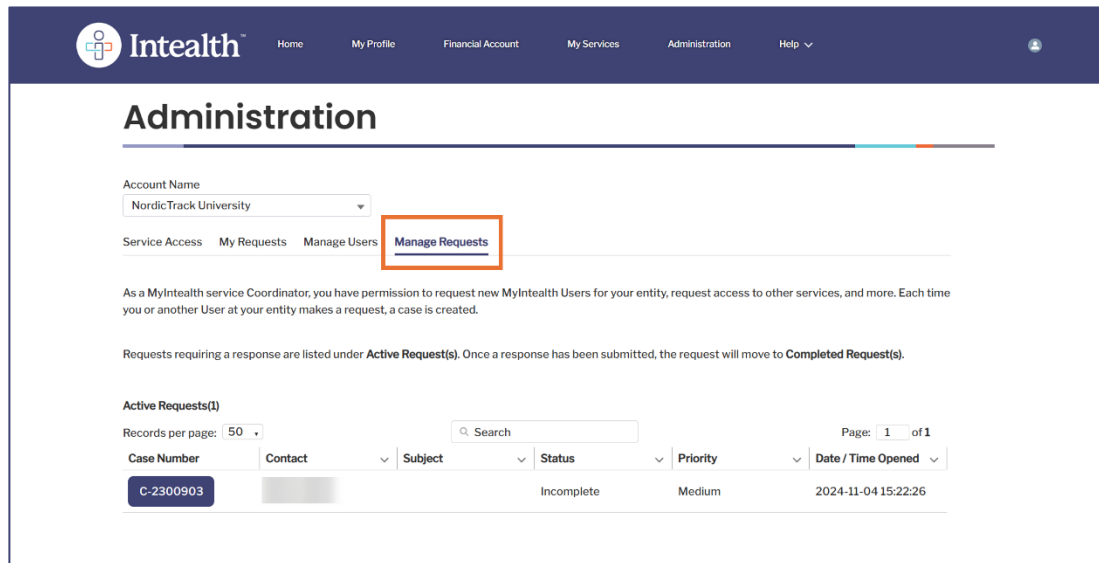
☐ Credential Verification

☐ Enrollment Verification

☒ CVS

☐ ERAS

Step 4. To monitor the status of your requests, click the **Manage Requests** tab.



The screenshot shows the MyIntealth Administration interface. At the top is a dark blue navigation bar with the MyIntealth logo and links for Home, My Profile, Financial Account, My Services, Administration, and Help. Below this is a white header area with the title "Administration". Under the title, there's a section for "Account Name" with a dropdown menu set to "NordicTrack University". Below that is a horizontal tab bar with four tabs: "Service Access", "My Requests", "Manage Users", and "Manage Requests". The "Manage Requests" tab is highlighted with an orange border. Below the tabs, there's a paragraph explaining the role of a MyIntealth service Coordinator and the process of requesting new users or access. Below this, it states that requests requiring a response are listed under "Active Request(s)".

Active Requests(1)

Records per page: 50 Search Page: 1 of 1

Case Number	Contact	Subject	Status	Priority	Date / Time Opened
C-2300903			Incomplete	Medium	2024-11-04 15:22:26

1.7 View and Request Service Access

Step 1. On the **Administration** screen, click the **Service Access** tab to view the services to which your entity has access and to request access to new services. Select your **entity name** from the **Account Name** drop-down to see your information.

***Note:** If you request access to a new service on behalf of your entity, your account will be reviewed to determine whether your entity is eligible for the service, and we will follow up with you regarding any additional information that may be required.*

