

# Application Deadline February 15

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## SECTION 1: The Certification Program

To earn the designation of Certified Case Manager (CCM®), persons who seek this credential must be of good moral character, meet acceptable standards of quality in their practice, and must demonstrate that they possess an acceptable minimum level of basic knowledge with regard to the case management process, based on the criteria described in this guide.

The initial certification is valid for five years. It is achieved by satisfying specific licensure/certification and employment requirements and achieving a passing score on the CCM® examination. The examination is based on a body of knowledge that encompasses laws, public regulations, and the delivery of case management services as practiced within the United States.

In granting the CCM® designation, it is not the intent of CCMC to guarantee that a specific individual is suitable for employment or to impose restrictive staffing requirements on any agency. Rather, the objective is to establish a national certification process that can be used with confidence by any interested party as a measure of an individual's basic knowledge of case management. CCMC does not discriminate on the basis of race, religion, national origin, gender, age, disability, or marital status.

Information submitted as part of the application, certification and certification renewal processes becomes the property of CCMC and will not be released to outside parties unless authorized by the applicant/certificant or unless required by law. Individual pass/fail letters are released to the candidate and are not released to any institution or employer. For research and statistical purposes only, data resulting from the certification process may be used in an anonymous/unidentifiable manner.

CCMC provides a database listing all certificant on its website. This resource is updated periodically for the use of the public. CCMC also receives and responds to requests for information about the certification status of those holding its credential.

The certification can be renewed at five-year intervals if the individual demonstrates ongoing professional development either through documentation of participation in approved programs of continuing education or by retaking the certification examination and achieving a passing score. Applicants for certification renewal must also meet all other eligibility criteria in place at the time of renewal. Certification renewal is considered an essential part of an effective credentialing process and is intended to promote acceptance of the CCM® credential by employers, clients, peers, health care professionals, and health care consumers.



**Don't forget!! Your email is very important.**

## DEFINITION OF CASE MANAGEMENT

Case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human services needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

The acronym CCM® is used throughout this guide to refer to the designation Certified Case Manager. CCMC is used to refer to the Commission for Case Manager Certification.

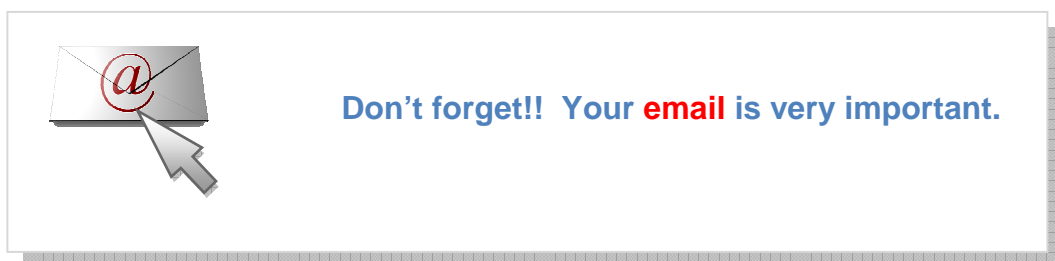
## PHILOSOPHY OF CASE MANAGEMENT

Case management is an area of specialty practice within one's health and human services profession. Its underlying premise is that everyone benefits when clients\* reach their optimum level of wellness, self-management, and functional capability: the clients being served; their support systems; the healthcare delivery systems; and the various payer sources.

Case management facilitates the achievement of client wellness and autonomy through advocacy, assessment, planning, communication, education, resource management, and service facilitation. Based on the needs and values of the client, and in collaboration with all service providers, the case manager links clients with appropriate providers and resources throughout the continuum of health and human services and care settings, while ensuring that the care provided is safe, effective, client-centered, timely, efficient, and equitable. This approach achieves optimum value and desirable outcomes for all—the clients, their support systems, the providers, and the payers.

Case management services are optimized best if offered in a climate that allows direct communication among the case manager, the client, the payer, the primary care provider, and other service delivery professionals. The case manager is able to enhance these services by maintaining the client's privacy, confidentiality, health, and safety through advocacy and adherence to ethical, legal, accreditation, certification, and regulatory standards or guidelines. Certification determines that the case manager possesses the education, skills, knowledge, and experience required to render appropriate services delivered according to sound principles of practice.

\* "Client" refers to the recipient of case management services, and can include (but is not necessarily limited to) consumer, client, or patient.



## SECTION 2: The Application Process at a Glance

First of all...

You read the entire Certification Guide to determine if you are eligible to apply

Then by

Feb 15<sup>th</sup>

You complete the online application

Your employer submits an employment verification form

You fax us your licensure verification information

Mar 15<sup>th</sup>

CCMC notifies you by dashboard at [www.ccmcertification.org](http://www.ccmcertification.org) of your eligibility status.

If you are denied, you may contest that decision online by the deadline posted on your dashboard.

If approved, information on what to do next will be on your dashboard.

Mar 15<sup>th</sup>

Examination fee refund process begins for those who are not approved to sit for the exam.

April 1 – 30<sup>th</sup>

**Examination!**

April 15<sup>th</sup> – May 15<sup>th</sup>

Check your dashboard at [www.ccmcertification.org](http://www.ccmcertification.org) for your examination result status.

### The Application Process

Completing your application is easier than ever. The entire application can now be done on-line where you will find everything you need to complete your application. And don't forget, we are standing by to help you every step of the way.

The application is located at [www.ccmcertification.org](http://www.ccmcertification.org)

CCMC will independently verify some of the information you provide in our application, such as employment experience. This information is needed for the Eligibility and Compliance Task Force or its agents to take a consistent, objective approach to evaluating each application on its own merits.

Once your application is submitted and all the verifications are completed, your application will be reviewed under the direction of CCMC's Eligibility and Compliance Task Force.

The Eligibility and Compliance Task Force has the responsibility to review or cause to be reviewed in a fair and consistent manner every application to determine that applicants satisfy all of CCMC's currently published eligibility criteria.

All applicants will receive approval or denial notification by dashboard. Denied applicants will receive an explanation of the decision along with information on contesting the decision.



### SECTION 3: Are You Eligible to Apply?

To be eligible for certification, you must:

- 1 Meet licensure or certification criteria (Section 4)
- 2 Qualify within one of CCMC's employment experience categories (Section 5)
- 3 Be of good moral character (Section 6)

### SECTION 4: Licensure/Certification Requirements

To be eligible for certification, you must hold a license or certification which meets two criteria:

- 1<sup>st</sup> At a minimum, the license or certification must be based on an educational requirement of a post-secondary degree program in a field that promotes the physical, psychosocial, or vocational well-being of the persons being served. A post-secondary degree is defined as any nursing school, college or university diploma obtained after graduating from high school (nursing diploma or associate's, bachelor's, master's or doctorate degree).
- 2<sup>nd</sup> The license or certification must grant you the ability to legally and independently practice **WITHOUT THE SUPERVISION OF ANOTHER LICENSED PROFESSIONAL in the state in which you are licensed or certified. It is your responsibility to understand the scope of the license or certification and whether it allows you to practice independently.**

### INDEPENDENT PRACTICE

An individual applying for the CCM® examination must hold a license or certification which allows him or her to practice independently without the supervision of another licensed or certified professional within the scope of the applicant's practice. For example, if the license description from an applicant's board states, "May practice only in a facility and under the direct supervision of another professional", then he or she would not qualify.

An individual applying for the CCM® examination must be able to practice independently in ANY setting. CCMC cannot regulate the type of facility at which an individual works, so applicants must be able to practice independently in any type of work setting. Independent does not necessarily mean "Self-Employed".

### DEFINITIONS

- **Licensure:**

CCMC considers licensure to be a process by which a government agency within the United States grants permission to an individual to engage in a given occupation, provided that person possesses the minimum degree of competency required to reasonably protect public health, safety, and welfare. To meet CCMC's requirements, an applicant's **license must be current and active in the state in which he or she practices, and the holder classified as being in good standing by the state.** If an applicant has successfully obtained licensure

through the state, CCMC recognizes each state's criteria for licensure as fulfilling the licensure requirement.

- **Certification:**

CCMC considers certification to be a process by which a government or non-government agency within the United States grants recognition to an individual who has met certain predetermined qualifications set by a credentialing body. To meet CCMC's requirements, an applicant's **certification must be current and active in the state in which he or she practices, and the holder classified as being in good standing by the credentialing body.**

The certification awarded upon completion of the educational program MUST have been obtained by the applicant having taken an examination in his or her area of specialization.

Among other conditions which result in the denial of eligibility to an individual are the following:

- Licenses or certifications granted by countries **outside of the United States**
- Individuals who practice case management in countries **other than the United States**
- Individuals who **practice case management in a state other than that for which they are licensed or certified and for which there is not multistate agreement**

## **SECTION 5: Employment Experience**

To be eligible for certification, you must qualify within one of these categories:

**Category 1**      12 months of acceptable full-time case management employment experience supervised by a Certified Case Manager (CCM®). **Supervision is defined as the systematic and periodic evaluation of the quality of the delivery of the applicant's case management services.**  
OR

**Category 2**      24 months of acceptable full-time case management employment experience. (Supervision by a CCM® is not required under this category).  
OR

**Category 3**      12 months of acceptable full-time case management employment experience as a supervisor of individuals who provide case management services.

All employment experience, within the past 10 years, may be considered by CCMC in determining your eligibility for certification. However, internship, preceptor-ship, practicum, and volunteer activities are **NOT** acceptable employment experience. All part-time employment experience will be pro-rated based on a 37 hour full-time work week.



## IS MY EMPLOYMENT EXPERIENCE ACCEPTABLE?

For your employment experience to be accepted, it must meet the following **six** conditions:

- 1<sup>st</sup> You must be licensed or certified to practice independently in the state in which you work(ed) during your work experience in order for it to be accepted. Any employment experience you had while not licensed or certified, or for which you were licensed or certified in another state or country (without multistate agreement) is not acceptable and will not count.
- 2<sup>nd</sup> Your employment experience must be fully satisfied before the application deadline (see section 2).
- 3<sup>rd</sup> Your employment experience must be focused primarily on case management practice and occupy at least 30% of the time.
- 4<sup>th</sup> In your employment, you must perform all 8 Essential Activities with client contact.
- 5<sup>th</sup> The work you do, must be performed within at least five of the six core components of case management.
- 6<sup>th</sup> Within each of the five of the six core components, you select:
  1. You must perform all 8 Essential Activities.
  2. You must provide services across a continuum of care, beyond a single episode of care that addresses the ongoing needs of the individual being served.
  3. You must be responsible for interacting with other relevant parties within the client's healthcare system.
  4. You must be primarily responsible for dealing with the client's broad spectrum of needs.

### Eight Essential Activities with Direct Client Contact

<b>ASSESSMENT</b>	The process of collecting in-depth information about a client's situation and functioning to identify individual needs in order to develop a comprehensive case management plan that will address those needs. In addition to client contact, information should be gathered from other relevant sources (patient/client, professional caregivers, nonprofessional caregivers, employers, health records, educational/military records, etc.).
<b>PLANNING</b>	The process of determining and documenting specific objectives, goals, and actions designed to meet the client's needs as identified through the assessment process. The plan should be action-oriented and time-specific.
<b>IMPLEMENTATION</b>	The process of executing and documenting specific case management activities and/or interventions that will lead to accomplishing the goals set forth in the case management plan.

<b>COORDINATION</b>	The process of organizing, securing, integrating, modifying, and documenting the resources necessary to accomplish the goals set forth in the case management plan.
<b>MONITORING</b>	The ongoing process of gathering sufficient information from all relevant sources and its documentation regarding the case management plan and its activities and/or services to enable the case manager to determine the plan's effectiveness.
<b>EVALUATION</b>	The process, repeated at appropriate intervals, of determining and documenting the case management plan's effectiveness in reaching desired outcomes and goals. This might lead to a modification or change in the case management plan in its entirety or in any of its component parts.
<b>OUTCOMES</b>	The process of measuring the interventions to determine the outcomes of case management involvement (e.g. clinical, financial, variance, quality/quality of life, client satisfaction).
<b>GENERAL</b>	The activities/interventions that are performed across case management practice and process (e.g. maintaining client's privacy, confidentiality and safety, advocacy, adherence to ethical, legal and accreditation/regulatory standards).

## The Six Core Components

1. Psychosocial Aspects
2. Healthcare Reimbursement
3. Rehabilitation
4. Healthcare Management and Delivery
5. Principles of Practice
6. Case Management Concepts

## SECTION 6: Moral Character

You will need to answer the following questions:

1. Have you ever held a professional license or certification that was revoked, suspended, voluntarily relinquished, or placed on probation or otherwise been disciplined by a professional licensure or certification body?
2. Have you ever been reprimanded or discharged by an employer or supervisor of dishonesty in connection with your employment or occupation?
3. Have you ever been convicted of a felony?
4. During the last seven years, have you been arrested, accused, or convicted of violating any law or ordinance (excluding minor traffic violations)?

5. Have you ever been convicted of violating any law or ordinance dealing with the use, possession, or sale of drugs or alcohol?
6. Have you ever been convicted of violating any statute or ordinance dealing with sexual assault, abuse, molestation, indecent solicitation, obscenity, or similar acts of moral turpitude?
7. Have you ever received or been offered a grant of immunity in a grand jury proceeding?
8. Have you ever held yourself out to be a Certified Case Manager or used the initials CCM® in the execution of any documents?

## SECTION 7: Instructions for Completing the Application

Everything you need to complete your application is located at [www.ccmcertification.org](http://www.ccmcertification.org). Please be sure to add the following CCMC email addresses to your 'safe senders' list:

[no-reply@ccmchelp.org](mailto:no-reply@ccmchelp.org)  
[support@ccmchelp.org](mailto:support@ccmchelp.org)  
[info@ccmchelp.org](mailto:info@ccmchelp.org)

Here are a few things to remember:

**All licensure/certification and employment experience requirements must be fully satisfied before the application deadline** (see section 2). Any application that does not meet **ALL** of the licensure or certification criteria as well as the acceptable employment experience will be denied **WITH NO REFUND OF THE APPLICATION FEE**. Persons who wish to re-apply would have to submit a new application, pay a second, non-refundable fee, and meet the eligibility criteria in effect at the time of re-application.

CCMC is committed to providing fully accessible, smoke-free testing sites and to helping those candidates who may require exam accommodations due to religious reasons or a functional limitation.

If CCMC subsequently learns that a certification was granted on the basis of false, misleading or inaccurate information, it has the right to suspend or revoke the CCM® designation.

**CCMC performs a random audit of approved applications. You will be notified by email and dashboard if your application approval has been overturned during the audit process. The application fee is not refundable, regardless of approval status.**

## **SECTION 8: Once the Application Has Been Submitted**

### **Notification of Eligibility Status**

Eligibility decisions will be posted to candidates' dashboards three weeks after the application deadline.

### **Initial Eligibility**

The CCM® examination is held three times a year. Eligibility, once approved, is valid for the first available testing window. If you are unable or do not wish to take the exam in the first available testing window after your application is approved, you may defer to the next exam window.

If you wish to defer to the next exam window, you must pay a non-refundable fee (see fee schedule on last page). You may only defer one time, after which, if you have not taken your exam, you must submit a new application and pay all fees in place at that time.

Candidates who are accepted to sit for the CCM® examination will be provided with information on the candidate dashboard regarding how to register for the exam and how to make a special accommodations request.

### **Eligibility Denial**

Candidates who are denied eligibility for the CCM® Examination will have the opportunity to contest that decision. Requests can be made through the candidate's dashboard at [www.ccmcertification.org](http://www.ccmcertification.org). Candidate's have 30 days from the date the eligibility denial is posted to contest a denial. Denial of Eligibility will be upheld for any candidate who does not contest the denial within the 30 day period.

Candidates who contest their eligibility decision within the 30 day period may be required to provide additional information about themselves, their work history and experience, their licensure or certification, and/or documentation of any legal or regulatory issues that may have caused their applications to be denied.

CCMC staff will gather all necessary information and conduct an escalated review of the application. If necessary, a volunteer peer review panel will be convened to provide a final decision. The decision contestation process can take up to four months from the deadline to complete, depending upon the levels of review required.

Candidates whose initial denials are overturned will be notified by email within one week of decision. Instructions for how to register for the exam will be posted to the candidate's dashboard.

Candidates whose denials are upheld will be notified by email within one week of decision. These individuals are welcome to reapply for the CCM® Examination at any time at which eligibility criteria can be met. Candidate's who have been initially denied to sit for the CCM® Examination and who choose to reapply will be subject to the eligibility criteria and will be required to pay the application and examination fees in place at the time of re-application.

Candidates who are denied eligibility to sit for the CCM® Examination will receive a refund of the examination fee.

**THE APPLICATION FEE IS NONREFUNDABLE.**

## SECTION 9: Certification Examination

### Examination Content

The content of the CCM® examination is based on an ongoing, nationwide validation research project. The research has identified six major domains of essential knowledge. Additionally, each of the six domains is further defined into sub-domains. These domains are considered core knowledge areas that are used by case managers across the continuum of activities and functions typically associated with case management (i.e., assessment, planning, implementation, coordination, monitoring, and evaluation) and match the six core components discussed in Section 5.

The content of the examination remains constant for each administration of the examination. The questions will vary from administration to administration, in order to protect the integrity of the examination process. The current exam administration was updated in February of 2010.

The titles of the domains, sub-domains, and the number of questions for each domain are:

#### #of exam items (+/-2)

<b>Psychosocial Aspects (20%)</b>	<b>30</b>
Abuse and neglect (e.g., emotional, psychological, physical, financial)	
Multicultural issues as they relate to health behavior	
Psychological and neuropsychological assessment	
Psychosocial aspects of chronic illness and disability	
Self care management (e.g., self advocacy, self-directed care, informed decision making)	
Health coaching	
Spirituality as it relates to health behavior	
Substance use, abuse, and addiction	
Support programs (e.g., support groups, pastoral counseling, disease-based organizations, bereavement counseling)	
Wellness and illness prevention concepts and strategies	
Behavioral health and psychiatric disability concepts	
Community resources (e.g., elder care services, fraternal/religious organizations, government programs, meal delivery services, pharmacy assistance programs)	
Crisis intervention strategies	
Change theories and stages	
Dual diagnoses	
End of life issues (e.g., hospice, withdrawal of care, Do Not Resuscitate)	
Family dynamics	
Health literacy assessment	

#### #of exam items (+/-2)

<b>Healthcare Reimbursement (15%)</b>	<b>23</b>
Cost containment principles	
Financial resources (e.g., viatical settlements)	
Healthcare insurance principles	
Managed care concepts and rules for reimbursement	
Private benefit programs (e.g., pharmacy benefits management; indemnity; employer-sponsored health coverage; individual-purchased insurance; home care benefits, COBRA)	
Prospective payment systems and rules for reimbursement	
Public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid, TRICARE, CHAMPVA)	

Resources for the uninsured or underinsured
Utilization management

**#of exam items (+/-2)**

<b>Rehabilitation (5%)</b>	<b>7</b>
Work adjustment, transitional employment, and work hardening	
Workers' compensation	
Assessment of physical functioning	
Disability compensation systems (e.g., workers' compensation, long-term disability)	
Assistive devices	
Ergonomics and assistive technologies	
Functional capacity evaluation	
Job analysis, job modification and job accommodation	
Job development and placement	
Vocational aspects of chronic illness and disability	

**#of exam items (+/-2)**

<b>Healthcare Management and Delivery (20%)</b>	<b>30</b>
Alternative care facilities (e.g., assisted living, group homes, residential treatment facilities)	
Management of acute and chronic illness and disability	
Medical home model	
Medication therapy management and reconciliation	
Models of care	
Palliative care and symptom management	
Rehabilitation service delivery systems	
Roles and functions of other providers	
Transitions of care	
Continuum of care	
Critical pathways, standards of care, practice guidelines including the average duration of treatment associated with various conditions and disabilities	
Healthcare delivery systems	
Chronic Care Model	
Healthcare providers including vendors available in the community	
Interdisciplinary care team (ICT)	
Levels of care	

**#of exam items (+/-2)**

<b>Principles of Practice (15%)</b>	<b>23</b>
Accreditation standards and requirements	
Ethics (e.g., advocacy, experimental treatments and protocols, end of life, refusal of treatment/services, professional conduct)	
Health care and disability related legislation (e.g., Americans with Disabilities Act [ADA]; Occupational Safety and Health Administration [OSHA] regulations; Health Insurance Portability and Accountability Act [HIPAA])	
Legal and regulatory requirements	
Risk management	
Standards of practice	
Quality indicators (e.g., core measures of the Centers for Medicare and Medicaid Services [CMS], Utilization review Accreditation Commission [URAC], National Committee for Quality Assurance [NCQA], national Quality Forum [NQF], Agency for Healthcare Research and Quality [AHRQ])	
Confidentiality	

#of exam items (+/-2)

<b>Case Management Concepts (25%)</b>	<b>37</b>
Goals and objectives of case management practice	
Interpersonal communication (e.g., group dynamics; relationship building)	
Interview techniques	
Management strategies for clients with multiple co-morbidities	
Roles and functions of case managers in various settings	
Negotiation techniques	
Cost-benefit analysis	
Data interpretation and reporting	
Program evaluation and research methods (e.g., outcome, satisfaction)	
Case recording and documentation	
Quality and performance improvement concepts	
Conflict resolution strategies	
Factors used to identify acuity or severity levels	
Case load calculation	
Case management models	
Case management process and tools	

### Examination Structure

The exam structure is a total of 180 multiple choice questions. 150 are operational items and 30 are pretest items. The exam is administered in one section, with no predefined breaks.

The exam is constructed to ensure that it is consistent with minimal competency requirements and criteria referenced testing concepts. Standards for item selection include: item difficulty (between .39 and .95 with a median in the .60-.70 range); a positive point biserial; and appropriate content distribution. Using an intensive written field-testing process, CCMC has developed a pool of questions that contains a comprehensive selection of statistically validated examination items. A task force of case management professionals is charged with continually adding to and upgrading this "item pool". The certification exam consists of 180 multiple-choice questions drawn from CCMC's item pool. All candidates seeking certification must take this exam, which is based on a body of knowledge encompassing the laws, public regulations and existing delivery systems for case management services in the United States. It is administered in one section. Each examination also includes 30 field test questions that will not be used in the scoring of the examination. Of the 150 scoreable items used for each examination, approximately 20% are included in every administration of the examination as "anchor items." The examination is comprised of 6 major domains and 59 subdomains. Each domain is represented by a specific number of questions. Each question/response is referenced to the literature of case management and credit is given for each "correct" response based on that literature.

Sample questions are included in this guide.

**You will have 3 hours to complete the content item portion of the test** with a brief tutorial before the actual examination items, and a brief survey, time permitting, after the examination.

## Sample Examination Questions

All examination responses are recorded on computer-scored answer sheets. There is no penalty for guessing, so all questions should be answered. The following questions are similar to those that will appear on the examination.

### Domain 1 – Psychosocial Aspects

1. The goal of case management in a cross-cultural environment is to:
  - A. Assist the client in accepting the medical system.
  - B. Maintain standard American medical practice.
  - C. Achieve a treatment plan that addresses the client's culture.
  - D. Differentiate culture and medical practice.
2. A strategy for coping with physical disability is to focus on:
  - A. Each aspect of the crisis simultaneously.
  - B. Manageable components of the crisis.
  - C. Premorbid personality.
  - D. Depression symptoms.

### Domain 2 – Healthcare Reimbursement

3. The effectiveness of case management services is evaluated most completely:
  - A. After the extent of the benefits coverage is determined.
  - B. After the case is closed.
  - C. By measuring the costs incurred by the insurer.
  - D. By input from the client.
4. The payment method in which the number of services provided does not affect the amount of income a provider receives is:
  - A. Risk band.
  - B. Threshold protection.
  - C. Capitation.
  - D. Fee-for-service.

### Domain 3 – Rehabilitation

5. A functional capacity evaluation primarily:
  - A. Assesses pain behavior.
  - B. Documents consistency of effort.
  - C. Determines return-to-work capabilities.
  - D. Documents disability determination.
6. Because of the close connection between medical and indemnity benefits in the workers' compensation arena, any medical cost containment measures must be balanced with:
  - A. Appropriate return-to-work efforts.
  - B. Regulation of medical fee schedules.
  - C. Treatment guidelines to control utilization.
  - D. Limitations of the employee's ability to change providers.

### Domain 4 – Healthcare Management and Delivery

7. The best indication of suitability of the home environment is the:
  - A. Degree of client preference to remain in the home environment.
  - B. Number of injuries the client has sustained.
  - C. Ability of the client and family to safely manage activities of daily living.
  - D. Number of hazards present in the environment.
8. The key to evaluating self-help devices for the individual with a disability is whether the device:
  - A. Was ordered by the physician.
  - B. Provides mobility for the client.
  - C. Allows functioning at maximum potential.
  - D. Requires frequent maintenance.

### Domain 5 – Principles of Practice

9. To preserve client confidentiality, the case manager should:
  - A. Supply medical reports only to the employer.

- B. Avoid unauthorized disclosure of medical information.
- C. Be selective in disclosing medical information.
- D. Advise the client of the disclosure.

10. Case managers can increase the chances of successful collaboration with providers of services when they:
- A. Determine and arrange the discharge plan as early as possible.
  - B. Select the resources for discharge needs.
  - C. Quote benefit coverage for services.
  - D. Discuss and negotiate the discharge plan using mutual input.

#### **Domain 6 – Case Management Concepts**

11. For a multi-disciplinary team in discharge planning, documentation is the most effective and efficient way of:
- A. Communicating to the patient.
  - B. Ensuring that consistent information is given.
  - C. Ensuring that members of all disciplines know what is happening.
  - D. Communicating evaluation results.
12. Appropriate documentation found in a medical record includes:
- A. Admissions of liability.
  - B. Unmeasurable statements.
  - C. Assumptions and conclusions concerning care.
  - D. Objective documentation of family behavior.

**Answers:** 1 – C; 2 – B; 3 – B; 4 – C; 5 – C; 6 – A; 7 – C; 8 – B; 9 – B; 10 – D; 11 – C; 12 – D

#### **Examination Sites and Scheduling**

Upon confirmation of eligibility to take the examination, your dashboard will provide you with an **Authorization to Test (ATT)**, or eligibility i.d. number.

The ATT authorizes you to take the Certified Case Manager Examination. You cannot schedule your examination with Prometric, our Computer-Based Testing (CBT) partner, until you have received your ATT.

Your dashboard will contain all the details and information you need about exam sites and scheduling, including:

- The contact information for Prometric.
- Details and instructions on how to schedule your examination date with Prometric.

**Please read “[Guide to the CCM® Examination](#)” for complete rules on scheduling, rescheduling, and cancelling your CCM® exam appointment.**

If you are unable to test during the exam cycle for which you are approved, you may request and pay for a one-time deferment to the next available exam cycle (see fee schedule on last page). You must select the next available exam cycle.

To make this request, you must first contact Prometric to cancel the original exam appointment, if scheduled, and then contact the Certification Center at [support@ccmchelp.org](mailto:support@ccmchelp.org) to have CCMC create the deferment application online. Once your deferment has been created, CCMC will contact you by email to let you know you are able to submit payment online. You may call us at 651-789-3744 to give payment information by phone.

Deferment can be made at any time between the time of initial approval and the last day of the exam cycle.

You must cancel any previously scheduled appointments with Prometric to take advantage of this option.

**\*\*PLEASE NOTE: if you do not take the exam in the first available cycle upon approval, and if you fail to schedule a deferment to the following exam cycle, you will need to complete a new application and pay all fees in place at that time.**

### **Non-Disclosure Statement/General Terms of Use for Exams Developed**

This exam is confidential and proprietary. It is made available to you, the examinee, solely for the purpose of assessing your proficiency level in the skill area referenced in the title of this exam. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of the Commission for Case Manager Certification.

### **Examination Preparation Materials**

**BUYERS BEWARE:** As a credentialing agency, CCMC does not produce, endorse, or recommend any preparatory course or materials. When purchasing or using any preparatory course or materials, keep in mind that the developer of the course has only had access to the same published material that all applicants receive.

CCMC does not provide any information, other than the published documents already mentioned, to any organization or individual. The developer of the course has taken this public information and prepared a course of study based on his/her beliefs about how the content may appear on the certification exam.

Preparatory courses may not accurately predict the material that is on the examination since the course was developed from one individual's unique perspective. No developer of preparatory materials can know for certain what will appear on the examination; no developer can guarantee that you will achieve a passing score on the examination. Be wary of anyone making such claims.

It is suggested that individuals who are preparing for the certification examination make use of the materials already provided to them in this guide or on the CCMC website. Review the content areas of the examination, as published in this guide, and concentrate on those areas in which you feel you have had less experience or that you do not perform on a regular basis. CCMC has published a list of references and a glossary of terms on its website ([www.ccmcertification.org](http://www.ccmcertification.org)). This glossary is not meant to be in any way a comprehensive study guide, but meant to aid you in your exam preparations.

### **Reading List**

CCMC's website contains a list of some reference materials that may be of help to you as a candidate.

Please be aware that this reading list does not completely delineate the parameters of the examination. It is merely a suggested means for reviewing your personal education and practical experience in the field.

The CCM® exam is a practice-based exam, meaning all questions are based around knowledge that an experienced case manager should know and understand. The Commission has developed a list of suggested reference materials to review in preparation for the exam; please note, this list is updated periodically throughout the year. This is not meant to be a required reading list, nor should it be considered all-inclusive.

You may review the Approved Reference List – and purchase materials directly through CCMC's site, should you so desire, at the following web address:

<http://astore.amazon.com/commiforcasem-20>

**Again, CCMC does not endorse or recommend any specific study guide or course as preparation for the CCM® examination.**

## **SECTION 10: After the Exam: Scores, Profiles, Certificates and Inquiries**

### **Examination Score**

To achieve certification, a candidate must pass the CCM® certification examination. A panel of experts arrived at recommended passing scores for each part of the exam using a method called the modified-Angoff approach.

In this method, each expert considered examination questions individually and made a judgment about the probability that a minimally competent candidate would answer the questions correctly. The overall passing scores were then computed as the average of the predicted probabilities for all individual questions. This panel then recommended the passing score for the exam to CCMC, which set the passing score. These passing scores represent the minimum level of knowledge that must be demonstrated to pass the examination as a whole.

Because of the need for security, multiple forms of the examination, each containing a different combination of questions, are used. The passing scores cannot be set as specific raw scores, or numbers of questions answered correctly, because some of these forms may be slightly easier or more difficult than others.

Therefore, requiring the same raw scores to pass the different forms would not be fair to all examinees. A statistical procedure called equating is used to adjust for any differences in the level of difficulty among examination forms. Once the examination forms have been equated, a procedure called scaling is used to convert the actual number of correct answers, or raw scores, to a uniform scale. These converted scores are called scaled scores. Scaled scores ensure that all examinees demonstrate the same level of ability in order to pass the examination. CCMC disapproves of using test results for any purpose other than the use for which the examination is developed and conducted. This warning includes using the test results for internship or employment selection. In addition, test results are not to be used to compare educational programs. Certification tests are mastery tests and are not to be used as achievement or selection instruments.

### **Scoring Model**

Each individual who takes the exam is provided an immediate **preliminary** pass/fail notification, which displays on the computer screen, and is available to print before the candidate leaves the testing center. This score, while over 99% accurate is considered a “**preliminary**” immediate pass/fail notification because it is important for the psychometric scoring team to review all scores in the exam window prior to the release of official scores.

Those individuals who pass the exam will be asked to wait until receiving their official CCM® certificate via mail before using the CCM® credential, which takes 4 to 6 weeks from the date of the last exam in the cycle to process. Any questions can be directed to the CCMC Certification Center or the National Headquarters.

### **Examination Profiles**

Two weeks after completing their exam, candidates will be able to check their dashboards at [www.ccmcertification.org](http://www.ccmcertification.org) for the final pass/not-pass notification. Only those candidates who did not pass will receive a profile in the mail showing their performance in each content area and on the examination as a whole. The profile identifies the minimum passing score and the candidate's score. This profile is confidential. Individual score reports are not released to any institution or employer and are not provided over the phone. Score reports are sent by US Mail 4 weeks after the conclusion of the exam cycle.

### **Examination Inquiries**

Candidates who feel an error or omission occurred during the examination process or those who question any aspect of the examination procedure may address an inquiry to the CCMC Examination and Research Committee. If the candidate disagrees with the committee's findings, a further appeal may be made to the Appeals Task Force. Failure by a candidate to achieve a passing score on the certification examination cannot be appealed, nor can field test items be used to increase a candidate's score.

### **Certificates**

A certificate will be sent to each candidate who passed the examination. This certificate is the official proof of certification and candidates are entitled to begin using the designation “CCM®” after their names as soon as they receive the examination profile that reports the achievement of a passing score.

Candidates who do not receive their original certificate within 4 weeks of the last day of the certification examination should contact CCMC immediately. CCMC will not be responsible for issuing replacement certificates that have not been requested within three months from the time the original should have been received.

Candidates will be assessed a duplicate certificate fee for requests made after this time. Duplicate or replacement certificates can be requested from the CCMC Certification Center. There is a fee for this service, and all certificates remain the property of CCMC.

### **Candidates Who Do Not Pass**

Candidates who do not achieve a passing score on the certification examination will be allowed to re-take the exam in the next available cycle. If you do not pass this “re-take” examination, you will need to complete a new application and pay all fees in place at the time.

If you defer your first exam opportunity and, subsequently, do not pass, you will be allowed one re-take exam in the next available cycle. If you do not pass this “re-take” exam, you will need to complete a new application and pay all fees in place at the time.

Candidates can notify CCMC of their intention to take the test again by way of the dashboard at [www.ccmcertification.org](http://www.ccmcertification.org) and must also remit a second examination fee.

Candidates who do not achieve a passing score on their second attempt or who are unable to sit again during the next exam cycle must submit a new application, together with a second, non-refundable application fee, to continue their pursuit of the CCM® designation. Such re-applications will be subject to all commission criteria in effect at that time.

## SECTION 11: Fees

**PLEASE NOTE THAT ALL FEES ARE PAYABLE BY CREDIT CARD ONLY.** Personal and/or company checks, money orders, etc., will not be accepted as payment.

### Standard Fees

#### Application \$150

This fee is a NON-REFUNDABLE fee.

#### Examination \$175

This fee is for the examination. It **will** be refunded if you are ineligible to sit for the exam.

#### Total Paid With Your Application \$325

This is the total amount you pay to complete and submit your application.

### Other Fees

#### Exam Rescheduling Fees

The following fees are payable to Prometric once you have scheduled your examination appointment:

More than 30 days before scheduled exam appointment: **No Fee** (CCMC deferral fee may still apply, below)

30 – 6 days before scheduled exam appointment: **\$25** payable to “Prometric”

5 – 2 days before scheduled exam appointment: **\$80** payable to “Prometric”

#### Deferral Fee \$80

Paid if you defer your exam appointment to the next available exam window. This fee may be in addition to any of the fees above.

#### Retake Fee \$175

Paid if you need to schedule another exam due to not receiving a passing score or needing to reschedule due to a previous “no show,” if eligible.

**Missed Appointment/No Show Fee \$175**

This fee is charged by CCMC if a candidate fails to attend their scheduled exam without a valid and documented excuse. This fee is also required if a candidate calls to reschedule their exam on the day of their originally scheduled exam appointment.

**Exam Re-score Fee \$50****Are you a US Veteran or Dependent?**

Veterans, reservists and their dependents who are case managers are eligible for [education reimbursement](#) under the GI bill for the CCM exam. Read more here:

<http://www.ccmcertification.org/node/762>