Criteria for
CERTIFICATION RENEWAL
and CONTINUING EDUCATION

Commission for Case Manager Certification

ACCREDITED BY:
THE NATIONAL COMMISSION FOR CERTIFYING AGENCIES

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CERTIFICATION RENEWAL PROGRAM

The Commission for Case Manager Certification (CCMC) believes that individuals CCM® board-certified as case managers should continue to expand their skills in order to enhance the quality of the services they provide. CCMC's certification renewal requirements are designed to encourage case managers to continue their professional education through courses and other activities that will help them serve their clients more effectively. The CCMC conducts a job analysis every five years to ensure that the CCM certification and examination accurately reflect the most current practice of case management. CCM board-certified case managers are required to renew their certification every five years to remain current in the field of case management.

The CCMC certification renewal program uses continuing education opportunities to help practitioners achieve the following goals:

- » Obtain information on current trends
- » Explore new technologies
- » Develop balanced professional judgment and enhance critical skills
- » Acquire knowledge in specific focus areas

GUIDELINES FOR RENEWAL

Initial CCM certification is valid for five years. The CCMC certification renewal program allows CCM board-certified case managers to extend this designation at five-year intervals from the "valid through" date of the initial certification. There are two renewal options:

- » Option 1: Documentation of 80 clock hours of approved continuing education
- » Option 2: Re-examination

It is the CCM board-certified case manager's responsibility to renew their certification by the "valid through" date on their certificate.

The entire renewal process is online, and paper renewal applications are no longer available. Online renewal assistance is available through CCMC Certification Navigators at ccmchq@ccmcertification.org or 856-380-6836.

PENALTIES

Completing the CCMC renewal form carries with it an acknowledgment that the information provided by the applicant is accurate. If CCMC subsequently learns that a certification was renewed on the basis of false, misleading, or inaccurate information, it has the right to revoke or suspend that certification. CCMC also reserves the right to suspend or revoke a certification upon proof that an individual has violated the CCMC Code of Professional Conduct.

Failure to renew your certification will result in the expiration of your certified status. Should you fail to renew your certification, you are required to reapply, meet all CURRENT standards, and achieve a passing score on the certification exam. **Individuals who use the CCM designation or who otherwise represent themselves as being certified without first having fulfilled these requirements may be denied certification/recertification. Such individuals may also be subject to legal actions.**

CHANGE OF ADDRESS

CCM board-certified case managers can change their contact information at any time by logging into "My Account" on the CCMC website.

PRIVACY INFORMATION

Information submitted as part of the application, certification, and certification renewal processes becomes the property of the Commission and will not be released to outside parties unless authorized by the individual or unless required by law. Individual score reports 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 or certification renewal process may be used in an anonymous/unidentifiable manner.

The Commission provides a database listing all CCM board-certified case managers on its website for the use of the public for purposes of certification verification. The verification system is designed to allow for quick verifications but without violating privacy because it only displays name, city/state and CCM valid through date.

The Commission also verifies certification status by phone on request. Personal information (anything excluding name, city/state and CCM valid through date) is not released without explicit authorization from the specific CCM board-certified case manager.

OPTION 1:
ONLINE RENEWAL PROCESS THROUGH CONTINUING EDUCATION ATTAINMENT

CONTINUING EDUCATION REQUIREMENTS

CCMC is committed to facilitating the professional development of its CCM board-certified case managers and has instituted the following requirements, which allow the flexibility to create a more personal experience for self-development.

To ensure that CCM board-certified case managers maintain their knowledge, skills, and abilities in the field, CCMC requires that the 80 hours be taken in the focus areas (see "Focus Areas" later in this guide) that are found on the certification exam and which are continually validated through ongoing role and function studies.

Ethics

To ensure that Board Certified Case Managers have reviewed and understand the CCMC Code of Professional Conduct, and its guiding principles, it is the intent of the Commission to require continuing education credits specific to the ethical practice of case management, as delineated in the Code for certification renewal. The purpose of this policy is to address the Code of Professional Conduct and the understanding and application of the Code in professional practice. This will be achieved by requiring specific ethics continuing education credits for renewal of certification.

The requirement for specific CEs related to Ethics will be 10% of the total CEs required for the renewal of the certification. In other words, eight (8) of the total eighty (80) CEs required for renewal, need to be ethics related.

Pre-Approved Ethics courses will be populated on your dashboard when you enter the activity code and approval number given on your certificate of completion. To enter Post-Approved and University Ethics courses, you will have the option to select if it is an Ethics course. Instructions on how to enter continuing education credits on your dashboard are included in the following pages of this guide.

CRITERIA FOR APPROPRIATE CONTINUING EDUCATION

To qualify for approval as continuing education, a program must meet the following criteria:

» It must be at least .50 hour long.

» It must be held in an accessible, barrier-free location so that no individual with a disability would be excluded from taking part. (Reference: Section 504, Rehabilitation Act of 1973 as needed).

» It must include an evaluation by the participants to assess its effectiveness.

» The purpose of the program must be clearly defined in terms of its objectives or expected outcomes.

» It must be designed to increase the participant's knowledge or skill regarding the practice of case management in one or more of the focus areas listed in this guide.

» It must fall within your current 5-year renewal period.

PRE-APPROVED CONTINUING EDUCATION

CCMC has a process whereby sponsors of workshops, seminars, and the like can obtain pre-approval of their training programs. If a sponsor has received pre-approval for a program, CCM board-certified case manager attendees will be given appropriate documentation verifying pre-approval. Pre-approved courses can be entered into individual online transcripts at no extra cost.

To verify that a program has obtained pre-approval from CCMC, contact the program sponsor directly. CCMC does not publish lists of pre-approved continuing education.

One clock hour is equivalent to 60 minutes of instruction or participation. Clock hour credit is not given for social hours, coffee breaks, or meals during which instruction is not provided.

ONLINE RENEWAL PROCESS

The online renewal system is activated approximately 3 months before the renewal dates of May 31 and November 30, and is best viewed in current versions of **Mozilla Firefox and Google Chrome**.

Step 1

CCM board-certified case managers can log into their dashboard through "My Account" on the CCMC website at www.ccmcertification.org to access "CCMC Dashboard" to upload CEs into their online transcript.
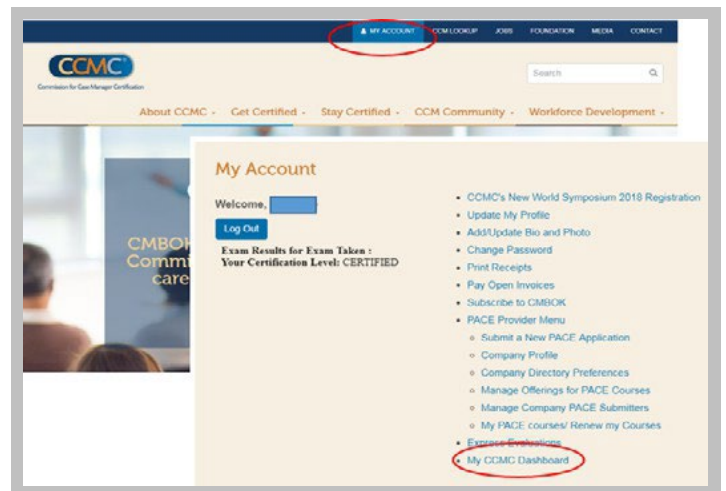
This is a sample transcript:

Do not mail, fax or email your CE verification forms to CCMC. They will be sent back to you.

Step 2

To upload a pre-approved course, click on the "Pre-Approval" button at the bottom of your transcript page and enter the data requested, as shown in the accompanying screen grab:

» **Activity code (found on your certificate of completion).**

» **Approval number (found on your certificate of completion).**

» **Date of class (in mm/dd/yyyy format)**

» **Title of class**

» **Credits**

The "Title of Class" and "Credits" fields may auto-populate, but if it doesn't, please enter all information on your own. If you attended part of a course that auto-populates and need to enter a different credit amount, please contact CCMC Certification Navigators at ccmchq@ccmcertification.org or 856-380-6836.

When you click on "Add this Course, I have the certificate of completion" it will be added to your transcript automatically. You cannot delete a course from your transcript once it has been uploaded.

All 80 CEs must be obtained during the CCM board-certified case manager's current 5-year renewal period and must fall within the focus areas described in this guide. **Duplicate courses will not be accepted**. Additional CEs uploaded to your transcript will NOT be carried over into your next renewal cycle.

CCMC strongly encourages all CCM board-certified case managers submit CEs into their online transcript as they are earned.

Documentation of continuing education **MUST** be kept for **ONE YEAR PAST the "valid through" date on your CCM Certificate.** In the event a CCM board-certified case manager is selected for a random audit of transcripts, this documentation will be requested. Copies of continuing education documentation (except for transcripts and/or grade reports) should be used as they will not be returned.

Step 3

Once a minimum of 80 CEs have been entered, and it's within 3 months of your renewal date, the "Submit Renewal" button on the bottom of your transcript will be activated. This will lead you to the renewal application, which must be completed.

Step 4
CCM board-certified case managers submit payment for renewal and any post-approval fees once all renewal requirements have been completed. For more information on post-approval, please see the *Post-Approval of Continuing Education* section later in this guide. Post-approval fees are automatically calculated by the system. These fees are nonrefundable. Please see the fee schedule at the end of this guide for current fees.

! **REMEMBER**: There is no additional cost when uploading pre-approved courses to your online transcript.

! **REMEMBER:** Check your "CCMC DASHBOARD" to confirm their status of your renewal.

FOCUS AREAS
Please refer to the following focus areas when developing your personalized plan for maintaining your knowledge, skills, and abilities through continuing education.

Care Management
• Recognize the criteria associated with caseload assignment/selection
• Develop a client-centered plan of care
• Understand differences in and application of age specific care
• Apply evidence-based case management and/or care management models, processes, and tools
• Apply cost containment principles
• Understand management of clients based on length and type of care (e.g., acute, chronic illness(es), disabilities, behavioral health)
• Address medication management (e.g., access, reconciliation, education)
• Perform a comprehensive assessment of needs, including assessment of social, behavioral, and physical function
• Assess client's acuity or severity levels
• Understand levels of care (e.g., inpatient, observation, outpatient)
• Understand the features of care settings (e.g., hospital, skilled nursing facilities, group home, rehabilitation)
• Understand palliative, hospice, and end-of-life care including chronic pain management principles
• Collaborate with interdisciplinary/interprofessional care teams
• Understand key concepts of population health (e.g., pediatrics, geriatrics, maternity care)
• Identify key aspects of transitions of care
• Understand key aspects of care coordination through the continuum
• Understand advanced care planning (e.g., power of attorney, health care surrogate, living wills)
• Collaborate with community-based support service agencies and providers

Reimbursement Methods
• Recognize reimbursement and payment methodologies (e.g., bundled payment, case rate, prospective payment systems, value-based care, financial risk models, worker's compensation)
• Recognize key features of accountable care organizations and managed care concepts
• Identify private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individually purchased insurance, home care benefits, COBRA)
• Identify military and veteran benefit programs (e.g., TRICARE and Veterans Administration)
• Identify public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid)
• Recognize available financial resources (e.g., waiver programs, special needs trusts, viatical settlements)
• Apply utilization review/management principles, guidelines, and tools

- Recognize coding methodologies (e.g., Diagnosis-Related Group, Diagnostic and Statistical Manual of Mental Disorders, International Classification of Diseases, Current Procedural Terminology)

- Identify negotiation techniques (e.g., single case agreement, individual insurance policy, fee schedule agreements)

- Define key features of insurance principles (e.g., benefit, copays)

Psychosocial Concepts and Support Systems

- Recognize the signs of abuse and neglect
- Understand how behavioral change theories and models impact client readiness (e.g., readiness for lifestyle behavioral change)
- Understand the behavioral health concepts (e.g., diagnosis, dual diagnoses, co-occurring disorders, substance use) that influence client care needs
- Promote client empowerment, engagement, and self-care management (e.g., self-advocacy, self-directed care, informed decision making, shared decision making, health education)
- Apply tools and techniques to promote client engagement (e.g., motivational interviewing, goal-setting, active listening, reflection, person-centered care approach, health coaching)
- Apply crisis intervention strategies
- Identify health-related social needs and associated resources
- Recognize client support system dynamics, including both formal and informal supports
- Assess health literacy, education needs, and language barriers
- Understand interpersonal communication strategies (e.g., conflict resolution, group dynamics)

- Recognize cultural, spiritual, and religious factors that may affect the client's care needs
- Understand the assessments that measure psychological and cognitive capacity
- Understand psychosocial aspects of chronic conditions and disability
- Identify supportive care programs (e.g., health-related support groups and organizations, bereavement, spiritual/pastoral, caregiver-related)
- Understand wellness and illness prevention concepts and strategies
- Describe the key factors of social drivers of health (i.e., social determinants of health, health equity, health disparity)

- Recognize how gender health influences care needs (e.g., sexual orientation, gender expression, gender identity)

- Apply Trauma-Informed Care Principles

Quality and Outcomes Evaluation Measurements

- Understand accreditation standards and requirements (e.g., The Joint Commission, CMS, NCQA)

- Describe the basic elements of cost-benefit analysis
- Understand role in data gathering, interpretation, evaluation, and reporting (e.g., readmission rates, denials, population volume reports)
- Describe health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group)
- Identify the sources of quality indicators (e.g., Centers for Medicare and Medicaid Services, HEDIS, URAC, National Committee for Quality Assurance, National Quality Forum, Agency for Healthcare Research and Quality, National Quality Strategy)

- Describe quality indicators, applications, performance improvement and evaluation methods (e.g., clinical, financial, productivity, utilization, client experience of care)

- Understand the application of quality and performance improvement methods, tools, and processes

- Understand the impact of case management practices (e.g., care coordination, transitional planning) on value-based care

Rehabilitation Concepts and Strategies

- Understand current adaptive technologies (e.g., text telephone device, assistive devices for the deaf, orientation and mobility services)

- Determine basic functional capacity to identify care needs (e.g., ADLs, IADLs, cognitive status)

- Identify care coordination needs related to rehabilitation settings (e.g., LTAC, acute rehab, SNF)

- Understand unique rehabilitation aspects of care for people with disabilities and chronic illnesses (e.g., job analysis and accommodation, life care planning, developmental)

- Understand vocational rehabilitation programs and resources (e.g., Workers' Compensation, catastrophic injuries)

- Differentiate between types of rehabilitation programs and resources (e.g., medical rehabilitation, substance use rehabilitation, government, non-governmental organization, return to work strategies, school-based)
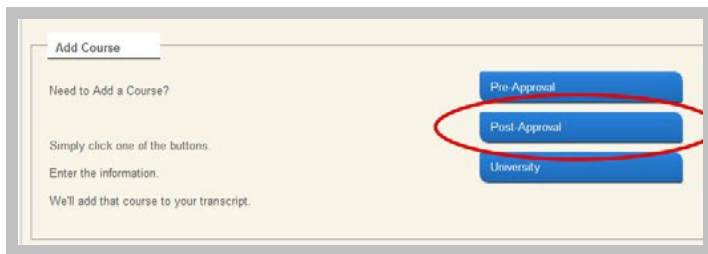
Ethical, Legal, and Practice Standards

- Apply the ethical standards related to care management (e.g., principles, end of life, refusal of treatment/services)

- Engage in professional conduct (e.g., cultural and linguistic sensitivity, scope of practice, education, license, and/or certification)

- Understand the application of health care and disability related legislation (e.g., Americans with Disabilities Act, Occupational Safety and Health Administration regulations, Health Insurance Portability and Accountability Act, Affordable Care Act, No Surprises Act, EMTALA Act, FMLA)

- Understand legal and regulatory requirements applicable to case management practice (e.g., corporate compliance, mandatory reporting, use of technology)

- Apply industry best practices associated with privacy and confidentiality

- Understand industry best practices associated with risk management

- Understand responsibilities associated with documentation and case summary

- Practice self-care, safety, and well-being as a professional

- Apply standards of practice (e.g., Case Management Society of America Standards of Practice for Case Management, National Association of Social Work Standards for Case Management)

- Advocate for the client and their support systems

POST-APPROVAL OF CONTINUING EDUCATION

CCMC will also review for approval continuing education activities for individuals on a post-attendance basis. Such activities may include (but are not limited to) workshops, seminars, university courses, and similar activities.

IMPORTANT: To better reflect industry norms, effective May 1, 2012, the price structure for post-approved and University courses changed to $15 per course. This fee applies to all post-approved courses uploaded into the system. At the time of submission you will be invoiced for these fees as they are uploaded into your dashboard. Payment for these fees will be due at the time of your renewal.
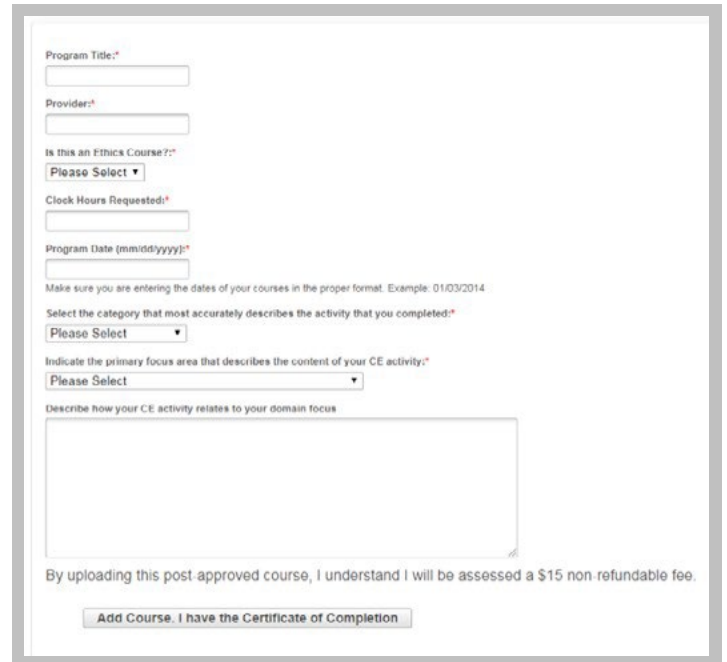

After logging into your dashboard, upload post approved courses by clicking on the "Post Approval" button at the bottom of your transcript page and enter the data requested, as shown in the screen grab in the next column.

- » **Program title**
- » **Provider**
- » **Is this an Ethics Course?**
- » **Location**
- » **Clock hours requested**
- » **Program date (in mm/dd/yyyy format)**
- » **The category the course that most accurately describes the activity that you completed (Home study/internet, multi-day conference, seminar/workshop)**

- » **The primary focus area that describes the content of your CE activity (see Focus Areas on pages 8, 9 and 10).**
- » **Description of how the activity relates to the domain focus**
- » **** Acknowledgement of $15 non-refundable fee which will be assessed when you upload each post-approved course taken after May 1, 2012**

Review of post approved courses incurs a non-refundable fee at the time of submission. You cannot delete a course from your transcript once it has been uploaded. Duplicate courses will not be accepted

Post approved courses will appear as NONAPP in your transcript after they are uploaded.

UNIVERSITY/COLLEGE COURSES

CCMC will review university or college courses for approval. Credits are awarded as follows:

One academic credit per semester = 15 CEs.

One academic credit per quarter semester = 10 CEs.

When entering the credits awarded, your dashboard will adjust to reflect the correct amount of CEs.

After logging into your dashboard, upload university/ college courses by clicking on "University" at the bottom of your transcript page and enter the data requested, as shown below in the screen grab:

» **Course Name**

» **Is this an Ethics course?**

» **Start Date (in mm/dd/yyyy format)**

» **End date (in mm/dd/yyyy format)**

» **Course duration (Quarter hour, semester hour)**

» **Credits earned**

» **The primary focus area that describes the content of your CE activity (See Focus Areas on pages 6, 7 and 8)**

» **Description of how the activity relates to the domain focus chosen above**

» **** Acknowledgement of the $15 non-refundable fee, which will be assessed when you upload each post-approved or university course**

Review of post approved courses incurs a non-refundable fee at the time of submission. You cannot delete a course from your transcript once it has been uploaded. Duplicate courses will not be accepted

ACMA® COURSES

After logging into your dashboard, upload ACMA® approved courses by clicking on the "ACMA® approved" button at the bottom of your transcript page and enter the data requested, as shown in the screen grab in the next column.

» Program title

» Provider

» Is this an Ethics Course?

» ACMA® Approved Credits

» Program date (in mm/dd/yyyy format)

RENEWAL APPLICATION

If it is within 90 days of your renewal and you have met the 80 CE requirement, you will be able to process your renewal.

Please log into "My Account" and click "CCMC Dashboard" to view your transcript, scroll to the bottom of your transcript and click on the button that says "Submit Renewal" which will bring you to the next step in the renewal process. Once you have started your application, this button will say "Review/Resume Renewal" if you do not complete it in the same session that you start it.

If you do not see this button, you have 80 CEs and it is within 90 days of your renewal, please log in using a different internet browser (current versions of Mozilla Firefox and Google Chrome are recommended). Here is what the renewal application looks like:

In the renewal application, you will be asked to Renew with your License/Certification or Degree.

You must select the License/Certification option if you have a current, active, and unrestricted license or certification in a health or human services discipline that, within its scope of practice, allows you to conduct an assessment independently. Please note, this is not referring to your CCM credential. If renewing with your license/certification, you will need to provide who issued your license/certification, the number, state who issued, date you've been certified since and expiration date.

Licenses or certifications on probationary status will not be considered eligible unless documentation has been provided that all terms of the probation have been met.

If licensure or certification is not required for your discipline, you will select Degree if you have earned a baccalaureate or graduate degree in a health or human services field that promotes the physical, psychosocial, and/ or vocational well-being of the persons being served. The degree must be from an institution that is fully accredited by a nationally recognized educational accreditation organization, and the individual must have completed a supervised field experience in case management, health, or behavioral health.

To complete your application, you will be required to respond to all the questions and submit payment. Your application for renewal will then be submitted for review. To check on the status of your application, please log into your CCMC Dashboard account.

PAYMENT AND INVOICING
At the time of your renewal, payment of the renewal fee and any uploaded post-approval courses will be due, payable only by credit card.

Your renewal is not complete until payment of all fees is submitted.

DOCUMENTATION AND AUDIT
CCMC requires CCM board-certified case managers maintain documentation of participation in all continuing education activities submitted for renewal. **These files should be kept by all CCM board-certified case managers for ONE YEAR PAST THE "VALID THROUGH" DATE on their current certificate.**

CCM board-certified case managers may be asked to submit this documentation by CCMC as part of regularly scheduled random audits of transcripts or upon the submission of a late renewal request or late renewal appeal (as described later in this guide.)

! REMEMBER: Any required supporting documentation of continuing education will not be returned after submission.

Documentation considered appropriate for various types of learning activities is listed below:

Workshops, seminars, conferences, in-service training programs	Certificate of attendance or letter from sponsor stating CCM board-certified case manager has completed the program, dates of completion, and number of CEs awarded. Program agendas may also be requested in case of audit.
Home studies, distance learning courses, webinars	Certificate of attendance or letter from sponsor stating CCM board-certified case manager has completed the program, dates of completion, and number of CEs awarded. Program agendas may also be requested in case of audit.
College or university courses	Copy of official transcript or original grade report that documents credits earned. One academic semester = 15 CEs. One academic quarter = 10 CEs. Course description may also be requested if you are selected for a renewal audit. If a college/university course is audit-only (not taken for credit), then documentation indicating actual attendance hours such as a statement from the instructor on university letterhead must be provided.
Development of curriculum	List of reference materials used to develop the information, and a copy of the course syllabus and a letter of verification from the chair of the program stating that the CCM board-certified case managers developed the curriculum, including the dates of development.
Development of articles, books, and chapters in books	List of reference materials used to develop the information and a copy of the information you developed (must be the complete publication) stating published dates. If contributing editor, a letter from the main editor must be included as well, attesting to the CCM board-certified case manager's level of participation in the publication.
Development of presentations and in-service training programs	List of reference materials used to develop the presentation, outline of the presentation, and a copy of the printed program that lists the CCM board-certified case manager as the presenter and states the length of presentation. Credit is given on a one-time-only basis for the learning experience, which is the research and development, not for the presentation itself. As a rule, the number of clock hours awarded will be twice the number spent making the presentation (i.e. a two-hour presentation would generally merit four hours of credit, or 4 CEs).
Research/ Independent study	List of source materials and a copy of the research findings.

OPTION 2:
RENEWAL THROUGH RE-EXAMINATION

To renew certification through re-examination, you must:

1. Notify CCMC Certification Navigator at 856-380-6836 or ccmchq@ccmcertification.org before the last day of the exam application window before your renewal.

   Example: if your renewal is due in November, you must notify CCMC of your intentions to renew through exam no later than the last day of the August exam application window. Please visit https://ccmcertification.org/get-certified/certification/exam-application-and-window-timeline for the current application window schedule.

   a. If a CCM board-certified case manager does not exercise the re-examination option **before the "valid through" date** on his or her certificate, the CCM designation will expire. Individuals with expired CCM designations are not permitted to resume using the CCM credential until they have successfully applied for and passed the examination.

2. Complete a manual renewal form and email a copy of your qualifying license, certification or degree.

3. Pay the renewal fee of $285.00 along with the exam fee of $195.00

   a. If you are testing outside of your expiration date, example, your renewal is due in November and you are testing in December, you must pay the $175.00 Late Renewal fee.

4. Schedule exam, and achieve a passing score on the exam

AFTER TESTING:

If you do not pass the exam the first time you take it, you may qualify to retake the exam, pending that you are still within your initial eligibility. The retake **MUST** be scheduled for the next available exam cycle and a retake fee of $195.00 must be paid. You can schedule your retake by calling Certification Navigator at 856-380-6836.

If you are unable to retake the exam in the next available cycle or you do not achieve a passing score on your retake, your credential will be expired. You will then need to complete and submit a new application and pay all fees in place at the time.

Renewal certificates are mailed from a third party An email will be sent to you to order your complimentary certificate, with the option to order additional copies and frames to display your certificate. Please be sure to monitor your emails, including your spam folder for an email from the Commission, ccmchq@ccmcertification.org. Adding this email to your address book will ensure receipt. Your renewal certificate will show the dates of your new certification period. So if you renewed in May 2022, your new certification period will be starting on 6/1/2022 and valid through 5/31/2027.

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, based on the Exam Application Schedule and Notification Timeline posted on our website.

Please read this carefully so you know when to expect your email to order your certificate.

Duplicate or replacement certificates can be requested from the CCMC Certification Navigators department at 856-380-6836 or ccmchq@ccmcertification.org. The information will then be sent to a third party to process, There is a fee for this service.

AFTER SUBMITTING RENEWAL APPLICATION

When you submit your renewal, your CCMC Dashboard account will show your renewal application is in "Ready to Review" or "In Process" status. This means, your application has been submitted and is in queue to be reviewed.

You will be contacted directly if CCMC needs anything else to review your application.

Renewal applications are reviewed on a rolling basis. You can expect to be notified via email and via your CCMC Account when your renewal has processed, please check often for updates.

Renewal certificates are mailed approximately 1 month after the renewal deadline. Your renewal certificate will show the dates of your new certification period. So if you renewed in May 2022, your new certification period will be starting on 6/1/2022 and valid through 5/31/2027.

LATE RENEWAL REQUESTS

CCMC will accept and review formal late renewal requests submitted **within the first 90 days after the "valid through" date** printed on an individual's current certificate. In order to be considered for a late renewal, the CCM board-certified case manager must have the following:

1. Documentation of completion of at least 80 hours of continuing education (as described in detail in this guide). All CEs must be completed before the expiration date.

2. Current, active, and unrestricted licensure or certification in a health or human services discipline that within its scope of practice allows the professional to conduct an assessment independently.

   OR

   Baccalaureate or graduate degree in a health or human services field that promotes the physical, psychosocial, and/or vocational well-being of the persons being served, if licensure or certification is not required for your discipline.

The degree must be from an institution that is fully accredited by a nationally recognized educational accreditation organization, and the individual must have completed a supervised field experience in case management, health, or behavioral health as part of the degree requirements.

3. A clear and compelling reason -- **that can be documented** – for having missed the renewal deadline.

MAKING A LATE RENEWAL REQUEST

Initial contact regarding submission of a late renewal request should be made through CCMC Certification Navigators at ccmchq@ccmcertification.org or 856-380-6836. If a CCM board-certified case manager is within the initial 30 day period, they will be asked to complete and submit a late renewal request form with documentation of the above items.

Late renewal requests submitted after 30 days past the "valid through" date on the certificate are considered denied without review.

If a request is approved, the CCM board-certified case manager will be asked to pay the standard renewal fee plus an additional administrative fee for processing the late request (see fee schedule). A renewal certificate will be issued, back-dated to the date of expiration, and the individual will be able to resume use of the CCM designation.

Please note the following are **NOT** considered compelling reasons for late renewal:

1. No receipt of notification of renewal deadline

2. Lack of awareness of renewal deadline or process

⚠ The purpose of the late renewal request process is to grant consideration to those individuals who were prohibited by circumstances beyond their control from completing their certification renewal within the scheduled timeframe. It is not intended as a convenience for individuals who have not taken appropriate steps to maintain the integrity and high standards of the CCM designation.

The late renewal request process can take 2 – 4 months to complete. Individuals who seek to become reinstated as CCM board-certified case managers should take this into consideration when deciding whether to submit a late renewal request or exercise the re-examination option.

APPEALS

CCMC's appeals process is available to any CCM board-certified case manager who believes that CCMC inaccurately, inconsistently, or unfairly applied the criteria for certification renewal.

The appeals process is designed to provide:

1. Complete review of the facts at issue

2. A second, independent evaluation of the material

presented to document the CCM board-certified case manager's eligibility for certification renewal

3. Due process

4. Fair, consistent application of the criteria for renewal and continuing education

REQUESTING AN APPEAL

At the time a CCM board-certified case manager is informed that their certification renewal has been denied he or she has 30 days from the date the renewal denial is posted to appeal a denial. Denial of certification will be upheld for any CCM board-certified case manager who does not appeal the denial within the 30 day period.

CCM's who contest their certification 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 renewal applications to be denied.

An Appeals Task Force will be called together to decide on the appeal. If a request is approved, a renewal certificate will be issued, back-dated to the date of expiration, and CCM board-certified case managers will be able to resume use of the CCM designation.

None of the members of the Appeals Task Force will have taken part in the initial decision-making process to evaluate the renewal documentation in the appellant's file, thus ensuring a second, objective review.

If the certificant is dissatisfied with the decision of the Appeals Task Force, the case may be directed to the full membership of the Commission. However, requests for such appeals must be sent to the Commission, in writing, within 30 days of the decision by the Appeals Task Force. Inquiries regarding submitting an appeal to the full commission can be made by contacting CCMC Certification Navigators at 856-380-6836 or ccmchq@ccmcertification.org.

RETIREMENT DESIGNATION

CCM board-certified case managers who are retiring from active practice may choose the retirement designation, which changes the CCM certification to an honorary designation. CCM/Retired status enables the individual to stay on CCMC's email list to receive updates from the field of case management. Please see the fee schedule at the end of this guide for current retirement status fees.

If an individual's retirement status changes and he or she wishes to regain use of the CCM certification, he or she would need to meet the criteria in effect at the time of renewal including, earning all Continuing Education credits and Ethics requirements, in addition to paying the renewal fee at the time of reinstatement or re-take the exam. A CCM may go into retirement status up to nine months after the expiration date on their original certificate.

If an individual believes that he or she may provide consulting or other services in the future using their CCM certification, he or she should NOT select the retirement designation, but should continue to maintain the CCM certification.

For those CCM-Rs that decide to reinstate their CCM as outlined above, your effective certification start and dates will be as follows:

Reinstatement Month	Start Date	End Date
April - November	Date of Reinstatement	May 31
December - March	Date of Reinstatement	November 30

Retirement status is good for five years. At the end of the five-year cycle those that have chosen the retirement designation have the option to renew as a "retired CCM" or renew as a "CCM" per the guidelines listed above.

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. All fees are non-refundable unless noted otherwise.

STANDARD FEES

Renewal through Continuing Education $285
This fee must be submitted in full at the time of renewal. It can be paid on-line with a credit card.

Renewal through Re-Examination $480
This fee includes $285 for the renewal fee and $195 for the examination. The examination fee will be refunded if an individual is ineligible for the exam.

Continuing Education
Fees are assessed for the post-approval of continuing education.

Single program post-approval request $15

OTHER FEES
Retirement Status (one-time fee) $100/5 years

Late Renewal Request/Appeal $175

Replacement Certificate $30

CONTACTING CCMC
Please remember to include your CCM number on all correspondence with CCMC.

Commission for Case Manager Certification
1120 Route 73, Suite 200
Mount Laurel, NJ 08054
Phone: 856-380-6836
Fax: 856-439-0525
Email: ccmchq@ccmcertification.org

FREQUENTLY ASKED QUESTIONS
How often must I renew my certification?

Every five years following the initial credentialing period.

How do I renew my certification?

CCMC offers two options for renewing a certification (both options require license/certification verification):

Documentation of 80 clock hours of approved continuing education accumulated during the period of certification and completion of online renewal requirements

Renewal through re-examination, which requires successful completion of the CCM exam

I forgot my password. How can I reset it?

Visit www.ccmcertification.org and click on "CCMC Dashboard" to reset your password.

If I acquire more than 80 clock hours in a 5-year period, can I apply the excess to the next renewal cycle?

No, since continuing education is intended to keep certificants current with emerging trends and technologies, it may only fall within your current 5-year cycle.

Is there an advantage to submitting my continuing education credits as I earn them?

Yes! If you submit your credits into your online transcript as you earn them, your dashboard will help you to keep track of how much approved continuing education you have on file, and how many hours are still needed prior to the "valid through" date on your current certificate. You will also have the added benefit of not having to do all of the work at once when the renewal application goes "live" on the website.

What is approved continuing education?

Any continuing education activity that a certificant wishes to use toward the renewal of his or her certification must involve one of the focus areas described in this guide and must be above and beyond your normal job duties.

How will I know if a workshop, seminar, conference, or in-service training session I attend qualifies as pre-approved continuing education?

Many organizations seek approval of their activities from CCMC. Such approval is given in advance, and you should simply ask the sponsor of the activity you are considering attending if the activity has been pre-approved by CCMC. When you complete a pre-approved activity, the sponsor should provide you with a certificate of participation which includes their CCMC sponsor code and the activity's approval number.

What courses are eligible for Ethics continuing education?

Your pre-approved Ethics courses will be populated when you enter your activity code and approval number on your dashboard provided on your certificate of

completion. For post-approved and university courses, you will be asked if it is an ethics course when you enter the course on your dashboard.

Can I get continuing education credit for activities that aren't pre-approved by CCMC?

Yes! Any continuing education activity that involves a focus area described in this document can be submitted for approval on a post-attendance basis. The procedure is described in detail in the Post-Approval section of this guide. Please note, post-approved courses are assessed a $15 fee at the time they are uploaded.

How do organizations get pre-approval for their continuing education activities?

Any organization that wishes to have its continuing education activities pre-approved by CCMC should go to the CCMC website at www.ccmcertification.org and click on the "Pre-Approved Continuing Education" (PACE) logo to access the online application and requirements for submission.

How do I pay for CCMC's verification of my continuing education that was not pre-approved?

All fees are automatically calculated for you and added to your total at the time of renewal payable only by credit card.

I have 4 post approved courses I uploaded into the system. How much do I owe in post approval fees?

You will be charged $15 each ($60).

I have more credits than I need for my renewal but I already paid for some post-approval courses I now realize I don't need. Can I get a refund for the post-approval fees?

All fees are nonrefundable, including the post-approval fees. It's a good idea to enter your PRE-APPROVAL courses first and the post-approval courses only if you need them to make the 80 CE goal.

Where can I find a listing of pre-approved courses?

You can start with the listing of CE providers on our PACE Provider Directory http://ccmcertification.org/ccmc_certification. The continuing education provider list is provided by CCMC® as a service to CCM®s, and is not meant as an endorsement of the programs or services the organization provides. Please check with the provider to confirm dates of all courses in these listings.

I mailed in my documentation of continuing education. Why was it mailed back to me?

Certificants no longer submit the paperwork to CCMC for renewal. Please log into your CCMC Dashboard account to upload your courses. But hold on to those certificates because you may need to submit copies of them as part of a random audit or if you need to submit a late renewal request or appeal! (Documentation submitted as part of an audit or late renewal process will NOT be returned.)

The renewal process is completely online now. Can I still renew the old-fashioned way?

No. The only way to renew your certification is through the online process. Our certification navigators are here to help you every step of the way. If you do not have access to a computer, please call us at 856-380-6836 and we can help!

I forgot to renew my certification! What do I do now?

If you have a reason driven by extenuating circumstances beyond your control, you can submit either a late renewal request (if within 30 days of your renewal deadline) or a renewal appeal. Keep in mind that you are still required to meet all of the renewal criteria as outlined in this guide, and you will need to present and substantiate a thoroughly compelling case for late renewal.

The late renewal request and appeals processes are thorough and time consuming, therefore you might want to consider the re-examination option outlined in this guide.

I didn't pass the renewal audit. What are my options?

You may apply for renewal through re-examination. Your renewal fee will be credited to the renewal through re-examination fees for the next available exam only. Please see the fee schedule for fee details.