



Commission for Case Manager Certification

## **Guide to the CCM® Examination**

What you NEED to know before you take the CCM exam

### **Application/Exam Cycle 11**

**Application Window: November 1, 2011 - February 15, 2012**

**Exam Window: April 1 – April 30, 2012**

## WELCOME

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If you already have been approved to sit for the CCM® examination, congratulations! Desire for certification demonstrates your commitment to the field of case management. The CCM® is the first nationally accredited case manager credential. Case managers who have earned the Certified Case Manager (CCM®) credential have the expertise, knowledge, and professional experience to provide the right services to patients with serious or complex medical conditions, and/or catastrophic injuries and illnesses.

### Exam Guide

This guide is designed to help you understand the rules and procedures of the CCM® examination. Read this document carefully before registering and refer to it whenever you have a question about the CCM® examination experience. All appropriate fees are listed in the Fee Schedule at the end of the guide. **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); and [info@ccmchelp.org](mailto:info@ccmchelp.org).

### 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.**

## NONDISCRIMINATION POLICY

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CCMC does not discriminate against an individual with respect to age, sex, color, race, religion, national origin, sexual preference, marital status, or disability.

### Special Accommodations

Do you have anything you need to bring into the exam with you?

An inhaler?

A magnifying glass?

Medication?

Do you have any special requirements for taking the exam?

A room by yourself when you take the exam?

Extra time to take the exam?

CCMC and Prometric make every effort to reasonably accommodate candidates with documented special accommodations needs, as defined by the Americans with Disabilities Act. If a candidate requires special accommodations, he/she must indicate this need on the application and/or online dashboard once approval has been

granted. This will create a “ticket” in the Certification Center system which will alert the Special Accommodations Specialist. **Candidates who do not notify CCMC by way of application or dashboard will need to submit a written request for special accommodation within 30 days of application approval notification.**

Candidates making a special accommodations request need to provide a letter from a qualified healthcare professional familiar with their case(s). This letter must be on the qualified healthcare professional’s letterhead, typed, dated and signed by the healthcare professional.

The letter should include a specific diagnosis, date of diagnosis, description of substantial day-to-day functional limitations resulting from stated disabilities, specific recommendations for testing accommodation(s) including an explanation of why the accommodation is necessary.

CCMC accepts responsibility for the costs of any reasonable accommodations granted.

## INITIAL ELIGIBILITY

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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.

### 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>

Further information on deferment and eligibility is included later in this guide.

## EXAM APPOINTMENT

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### Registration

The CCM® examination is administrated by Prometric, a world wide leader in examination and research. Exam appointment registration can be done online at [www.prometric.com](http://www.prometric.com) or by phone at 1-800-722-2830. All the information you need to get registered will be posted to your dashboard at [www.ccmcertification.org](http://www.ccmcertification.org) upon approval of your application. For assistance accessing your dashboard, getting registration information, or completing your exam appointment registration, call the CCMC Help Center at 651-789-3744 or email us at [support@ccmchelp.org](mailto:support@ccmchelp.org).

To view the Prometric Testing Center Regulations, please click on this link:

<http://www.prometric.com/TestTakers/FAQs/Regulations.htm>.

To view the Prometric “For Test Takers” information, please click on this link:

<http://www.prometric.com/TestTakers/default.htm>.

### Confirmation of Appointment

Once you have scheduled your appointment with Prometric, they will send a confirmation of appointment notice to you as long as you have provided them with a valid email address. If you do not receive a confirmation of appointment from Prometric within 48 hours of scheduling an appointment, you should call Prometric to confirm the registration was processed. If you do not receive a confirmation notice from Prometric DO NOT assume you are registered. If you do not properly complete the registration process you will not be allowed to sit for the exam at the test center and your exam or deferment fee will **not** be returned to you.

Candidates should make sure to note the correct date and location of their exam appointments in advance. Failure to arrive on the appointed date or the correct test site is not cause for an exam fee or deferment fee refund.

Please note: CCMC provides you with a 5 digit number known by CCMC as the ATT (authorization to test) or Candidate ID number. This is the number you give Prometric so they know you have been approved for the exam. Prometric also calls it the “eligibility id number.” Once you register, Prometric will give you a confirmation number. This is the number you need to use to make any changes to your exam appointment with Prometric.

### **When to Arrive**

You should arrive 15 to 30 minutes before your appointment is scheduled to begin. Please use all available resources to familiarize yourself with the test center location. Directions provided in the Prometric confirmation notice are not guaranteed. If you are late for your exam appointment, you may not be allowed to test and you will not be eligible for a refund. Remember: ***Refunds will not be given for exams that are missed because a candidate was not able to locate the testing center or arrived late.***

### **WHAT TO BRING TO THE EXAM**

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**You will need** to present a government issued, photo id to the test center in order to be seated for the exam. Acceptable ids include a US state driver’s license, a US state identification, a passport or US military id.

The i.d. must be valid and contain both a signature and recent photograph (within 10 years). All identification must be in English and signed in English. If the valid id does not provide both a signature and a recent photo, you will be asked to provide additional id that does.

If you do not bring one form of acceptable id, you will not be able to test. Please see the “Making Changes to Your Exam Appointment” section for details.

**You may not** bring any personal items to the test center, such as books, paper, calculators, food, beverages, cell phones, watches, tissues, or any medications for which candidate has not obtained special accommodation approval. Car keys, jackets, and all other personal items will be stored in a locker provided on site. You will be given a key to the locker which they will use to retrieve their belongings upon completion of the exam.

Paper, pencils, and noise cancelling earphones are provided by Prometric and must be surrendered upon exiting the exam room.

### **EXAM DURATION**

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Your exam appointment is four hours. This includes time to get seated, confirm that you have the right exam on your computer, view the tutorial, and complete an end survey. Time allowed for the actual exam is 3 hours. Please remember that while the appointment is 4 hours, the exam runs for 3 hours. ***Candidates who do not finish the exam in the allotted 3 hours will not be given a refund.***

You may leave the testing room for any reasonable purpose (such as using the rest room). However, you will need to sign out with the Test Center Administrator (TCA) and then sign back in when you return. The exam clock continues to run during breaks, there is no “pause” button on the exam.

### **Checking Your Answers**

Computer based testing (CBT) provides the opportunity for you to mark specific test items for review later. The tutorial will show you how to mark exam questions for review. If you are uncertain of your answer to a specific question(s),

mark them for review and look them all over once you have finished the rest of the exam. Once you are in the “review” screen, clicking the “end” button on the bottom right hand of the screen will cause a window to “pop up” letting you know that this action will end your exam. Do NOT end your exam if you are not finished with it. To exit the review screen and go back to your exam, select the “review all” on the bottom left hand corner of the review screen.

This is important because if you accidentally exit out of the exam, there is no way to get back into it. Your exam will be terminated and you will be subject to all eligibility requirements that apply to you at that time. Please see the “Making Changes to your Exam Appointment” section for more information on eligibility conditions.

## PROBLEMS AT THE EXAM CENTER

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Very rarely do any issues arise at the test center that you might perceive as having a negative effect on your performance. However, CCMC takes these issues very seriously. In order for us to investigate any problems thoroughly, all issues ***must be reported BEFORE LEAVING the test center.***

Issues can be reported on the exit survey and should be brought to the attention of the TCA during the exam/before leaving the test center. Candidates should also contact Prometric’s customer care department at 800-350-7076 and CCMC at 651-789-3744 BEFORE receiving candidate test scores.

If you have a claim to report, notify CCMC and the Prometric test center administrator IMMEDIATELY. CCMC and Prometric will investigate all claims which are reported within two weeks of the exam appointment and will reach a decision in a timely manner.

***Problems reported after test results have been received will not be accepted.***

### Eligibility Revocation

If a Test Center Administrator (TCA) determines that a candidate’s actions during the exam or otherwise at the testing center violate exam procedures, or if it is discovered that eligibility was obtained under false pretenses, eligibility can be revoked and exam results invalidated, in accordance with the agreements confirmed by candidates in the online application. To view the Prometric Testing Center Regulations, please click on this link:

<http://www.prometric.com/TestTakers/FAQs/Regulations.htm>.

## MAKING CHANGES TO YOUR EXAM APPOINTMENT

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### Rescheduling Within Approved Exam Cycle

CCMC understands that even the best laid plans may need to change. However, certain guidelines and fees have been put in place to ensure that CCMC and Prometric are able to administrate the exam with no loss of integrity or disruption of customer service. Once you’ve scheduled your exam with Prometric, if you need to cancel or reschedule within the cycle for which you have been approved, you may do so as long as:

1. Examination appointments are still available
2. You pay the appropriate fees directly to Prometric:
  - Prometric assesses a \$25 fee for any exam appointment changes made 30 – 6 days before the scheduled exam appointment.

- Prometric assesses an \$80 fee for any exam appointment changes made 5 – 2 days before the scheduled exam appointment.

You can only change a scheduled exam appointment within the exam window for which you were initially scheduled if you are able to contact Prometric up to 48 hours before your appointment. Prometric will handle the payment of fees and the rescheduling or cancellation of your appointment.

Appointments cannot be changed within 48 hours of the scheduled time. If an appointment is cancelled less than 48 hours before the appointment, you will be treated as a “No Show” (see “No Shows”).

***Candidates must contact Prometric immediately upon learning of the need to cancel/reschedule. Candidates who cancel an exam with Prometric are encouraged to retain the cancellation documentation received from Prometric in the event that substantiation of appointment cancellation is required.***

### **Rescheduling To another Exam Cycle -- “Deferment”**

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).

To make a deferment request, you must first contact Prometric to cancel the original exam appointment (if scheduled) 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 can 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 week before the last day of the next exam cycle. If you have any questions regarding this policy, please call us at 651-789-3744.

***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 for the following exam cycle, you will need to complete a new application and pay all fees in place at that time.***

### **Exam Retakes**

If you do not pass the exam the first time you take it, you are welcome to schedule a retake. The retake MUST be scheduled for the next available exam cycle. Retakes can be scheduled online from your application dashboard.

If you are unable to retake the exam in the next available cycle, you will need to complete and submit a new application and pay all fees in place at the time.

Deferment requests for retaking the exam will be reviewed on a case by case basis and will be granted only if sufficient need is demonstrated by the applicant. Please see "No Shows" on page 7 of this guide for more information on documentation of need.

### Notification of Eligibility Expiration

You are allowed one deferment only. If you have already deferred your exam one time, you will not be able to do so again. If you contact CCMC's Certification Center to request a deferment and are told you are not eligible, you will be asked to complete a new application and pay all fees in place at that time.

### Permanent Withdrawal

If you choose to withdraw from testing, the exam fee will be refunded. If you withdraw after you scheduled your appointment and did not properly cancel with Prometric, you are not entitled to a refund. If you wish to withdraw and receive a refund, you need to make an official request in writing to [support@ccmchelp.org](mailto:support@ccmchelp.org) no later than the last day of the exam window for which you were initially approved and our certification specialists will help you. Once you've withdrawn, if you decide you do want to take the CCM exam at any time in the future, you will need to complete a new application and pay all fees in place at that time.

If you do not schedule and take your exam in the first available window for which you are approved, and you do not arrange for a deferment, you will NOT be refunded the exam fee. Exam fees paid but not used are NOT transferable to future exam cycles.

Requests for exam fee refund as a result of permanent withdrawal must be received in writing by CCMC **before** the end of the exam testing window for which you were initially approved. You **must cancel any previously scheduled appointments with Prometric in order not to be charged the full test fee**. The application fee is nonrefundable.

### "No Shows"

If you fail to appear for your scheduled exam, and do not contact Prometric more than 48 hours in advance to cancel, you will be considered permanently withdrawn from the CCM® examination window for which you were originally scheduled. "No Shows" **may** be able to request a one-time reschedule **to the next available exam cycle** for which they are eligible by repaying the exam fee. If you are a "no show" for your scheduled exam, please contact the Certification Center to see if you are eligible for the one-time reschedule.

If you are a "no show" but can provide adequate documentation of need, CCMC will consider waiving the repayment of the exam fee. CCMC will take into consideration medical emergencies, immediate bereavement, and severe natural events as potential rationale for fee waiver. If you are eligible for an exam re-take and you do not test (and repay the exam fee) in the next available exam cycle, you will need to re-apply as a new applicant and pay all applicable fees in place at that time.

To request a special consideration exam fee waiver, you need to do so in writing by contacting the Certification Center at [support@ccmchelp.org](mailto:support@ccmchelp.org) within 10 business days of your missed appointment.

## NAME CHANGES

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### Legal Name Change

You must provide CCMC with a copy of the legal documents authorizing the change of name. Mail all documents to [support@ccmchelp.org](mailto:support@ccmchelp.org) or to this address:

CCMC Certification Center  
90 W County Rd C, Ste 300  
St. Paul, MN 55117

## Prometric Data Base Name Changes

You should have completed the application using your name as it appears on your government-issued, photo i.d. If the name on your application does not match the name on the government-issued id you plan to bring to the test center, you should notify the Certification Center immediately to obtain a name change in the Prometric database. You will be asked to verify your identity before your name change will be submitted.

If you do not inform the Certification Center of any name differences, you may not be permitted by the Test Center Administrator (TCA) to sit for the CCM® exam. If you are turned away from the testing center, you may EITHER:

1. Contact the Certification Center during normal business hours (M-F from 8 am to 5 pm CT) from the test site so staff can do their best to confirm identity with Prometric staff.

WARNING: WE CANNOT guarantee the confirmation of your identity nor the subsequent ability to test. In this case, you will need to either:

2. Defer to the next available exam cycle if eligible (see “Making Changes to Your Exam Appointment” section for details) and pay the deferment fee (see Fee Schedule).

-OR-

3. Re-apply and pay all fees in place at that time.

## EXAM RESULTS

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CCMC moved to a new scoring model with the December 2010 administration of the exam. With the new 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 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.

You will be notified of your passed/not-passed status by online dashboard no more than 2 weeks after your exam is completed. Candidates who pass receive certificates in the mail. Candidates who do not pass receive a detailed score report, also by US mail.

To protect your privacy, score **details are not released by telephone, fax, or email**. Upon verification of your identity, you can discuss your exam outcome with CCMC certification specialists once scores have already been received by US mail.

### Exam Rescoring

If you do not pass the examination, you may request an examination rescore, provided the request is made in writing within 14 days of receipt of scores. There is a fee for re-scoring your results (see Fee Schedule). If paying by check/money order, the request must be accompanied by the re-scoring fee payment (see Fee Schedule, make checks payable to CCMC). If paying by credit card, you may do so by calling CCMC at 651-789-3744. However, all official requests should be mailed to the Certification Center at:

CCMC Certification Center  
90 W County Rd C, Ste 300  
St. Paul, MN 55117

The results of the re-scoring will be sent to you within four weeks of the receipt of the request. In the unlikely event that the re-scoring results in a change of the score, the result of the re-scoring will be final. You should not request re-scoring until you have received your score report, not just the pass/not-pass notification on your dashboard. Re-scoring will only be provided for candidates who do not pass the examination.

### **Non-Disclosure Statement/General Terms of Use/Exam Integrity**

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.

Your answer record or items from the examination are not released for review. This policy is necessary to maintain the security of the examination item bank and it is strictly enforced.

### **FEE REVIEW**

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#### **CCMC Fees**

Application (This fee is a NON-REFUNDABLE fee)	\$150
Exam (This fee will be refunded if you are ineligible to sit for the exam)	\$175
Total Paid with your Application (Application + Exam Fee)	\$325
One-time Deferment	\$80
Re-take	\$175
“No Show” (missed exam)	\$175
Exam re-scores	\$50

#### **Prometric Fees**

Exam reschedule with Prometric, 30 – 6 days prior to scheduled appointment	\$25
Exam reschedule with Prometric, 5 – 2 days prior to scheduled appointment	\$80

### **CONTACT INFORMATION**

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#### **CCMC Certification Center / Help Desk**

Phone: 1-651-789-3744

Email: [support@ccmchelp.org](mailto:support@ccmchelp.org)

#### **Prometric**

Phone: 1-800-722-2830

Website: [www.prometric.com](http://www.prometric.com)

#### **CCMC National Office**

Phone: 1-856-380-6836

Fax: 1-856-439-0525

## GLOSSARY OF TERMS

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Exam Reschedule	Cancelling or changing an exam appointment that has already been made. Available up to 2 days before the scheduled appointment by contacting Prometric directly. Fee applies.
Deferment	One-time reassignment from the first available exam upon eligibility approval to the next available exam. Fee applies.
“No Show”	A candidate who does not appear for a scheduled exam and does not contact CCMC or Prometric in advance to reschedule and/or create a deferment, if eligible. Fee applies.
Retake	An exam scheduled by a candidate who either does not pass the exam or needs to reschedule due to a previous “no show”, if eligible. Fee applies.