



Commission for Case Manager Certification

October 16-17, 2018
7:30 a.m. to 4:30 p.m. each day

Led by CCMC-Authorized Facilitators:

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Erie County Medical Center
462 Grider Street
Buffalo, NY 14215

FREQUENTLY ASKED QUESTIONS

1. What is the CMLearning Network®?

- The CMLearning Network is part of the Commission's work to advance the ongoing education and training of both the board-certified case manager and the professional case manager through education.
- The CMLearning Network® is the Commission's learning hub and network for information about the current and future practice of high-quality, patient-centered case management services.

2. What does the CMLearning Network include?

- The learning tools of the CMLearning Network include on-line webinars, continuing education credits, Issue Briefs, Speaker's Bureau, Newsletter, our Official Journal – *CareManagement*, and educational workshops.

3. Tell me a little bit about Certification 360.

- Certification 360 is a two-day immersive learning experience led by authorized facilitators.
- The workshop is an intensive, interactive training session for both new and not-so-new case managers.
- The certification workshop is offered by CCMC on various dates and at locations around the country. Please check the schedule for a two-day immersion experience near you.

4. What kind of information will I learn at the Certification 360?

- Program description:
This two-day educational workshop will define the role of a case manager, examine psychosocial concepts and support systems, review the health care delivery system, enhance participants' communication skills, discuss challenges practice settings, review the integration of behavioral and medical care, discuss legal, ethical and practice standards, define the essential activities implementation in the case management process and explain barriers related to culture, health literacy and other factors.

Learning Outcomes:

- Identify the role of case management in the interdisciplinary care delivery system.
 - Learn psychosocial concepts and support systems essential to case management.
 - Understand changes in the health care delivery system affecting case management.
 - Identify trends and opportunities for case management.
 - Develop enhanced communication skills.
 - Identify various practice settings and the challenges these present to the case manager.
 - Understand the integration of behavioral and medical care.
 - Learn the legal, ethical and practice standards of the case manager.
 - Define the essential activities of the case manager and how to implement them in the case management process.
 - Understand barriers to case management provision relating to culture, health literacy and other factors.
- You will enhance your knowledge base with practical, state-of-the art takeaways from industry experts.
 - The experience will provide information to improve your practice, expand your thinking, and boost your professional development.
 - The sessions will be led by CCMC authorized facilitators who will provide you with both the knowledge base and real-life practical applications.
 - The experience also includes interactive breakout sessions, case studies and questions to reinforce learning. The content is built around the Essential Knowledge Domains of Case Management that have been identified by CCMCs Role and Function Survey, conducted every five years to identify the evidence base and current practice in case management.

5. Who should attend the Certification 360?

- Certification 360 is structured to inform the knowledge base and practice of case management. It provides insight into the practice of case

management for professionals entering or new to the practice of case management. And will refresh the knowledge base for practicing case managers. Additionally, it can assist leaders in case management to breathe new life into their training efforts.

6. Will attending Certification 360 help me to pass the CCM exam?

- As previously noted, the content is structured around the knowledge domains identified through research done by CCMC into the practice of case management. This signature workshop is intended to educate individuals interested in, or already practicing case management. As a global overview of case management, it can assist you in focusing your study to prepare for certification. Registration and attendance at this workshop session does not, in any way, guarantee that the eligibility requirements will be met, the application will be approved, or that a candidate will pass the exam, and this course is NOT required for potential candidates who are interested in taking the exam.

7. How much is the registration fee?

- The registration fee for the two-day case management immersion is \$599.00 per person.

8. What does the registration fee include?

- The registration fee is a comprehensive educational package that includes the following materials:
 - Two full days of learning from authorized facilitators.
 - A comprehensive course workbook that contains detailed notes from the slide presentation as well as additional supporting content covered during the course of the two-day workshop.
 - Access to the Case Management Body of Knowledge™ for one year. This is an online resource for case managers that provides detailed content and diagrams for case managers. (This retails for \$199.00)
 - Access to the CCMC Practice Exam, an online resource that includes 100 retired questions to test and reinforce the learning provided. (This retails for \$79.00)

- 14 CEs awarded for CCMs, nurses, social workers and licensed mental health professionals (*Please note: you must be present for the full 2 days to receive 14 CEs*).

9. Where and when is the Certification 360 Workshop going to be held?

Dates: October 16-17, 2018
 Agenda: 7:30 AM-4:30 PM each day
 Place: Erie County Medical Center
 Address: 462 Grider Street, Buffalo, NY 14215

Meeting Attire: Business Casual. Please be aware that the temperatures in the meeting rooms can fluctuate, and are not always at our immediate control. Plan to dress in layers to ensure greater comfort.

10. How can I register for the workshop?

- You can register for the workshop on line by visiting CCMC's website:
 - www.ccmcertification.org
- A couple of final things for you to know:
 - Certification 360 materials will be distributed on the first day of the event.
 - All registration fees are non-refundable.

11. Are hotel accommodations included?

- No. As a service to our registrants, the following is a list of some of the closest hotels to the workshop site. Please note, CCMC does not recommend or endorse any particular hotel, and others can be accessed via online searches.

Wyndham Garden Buffalo Downtown

125 High St, Buffalo, NY 14203

Phone: (716) 262-8892

Best Western - On The Avenue

510 Delaware Ave, Buffalo, NY 14202

Phone: (716) 886-8333

Holiday Inn Express & Suites Buffalo Downtown
601 Main St, Buffalo, NY 14203
Phone: (716) 854-5500

12. What is the closest airport and train station to the workshop?

Closest Airport to Workshop:

Buffalo Niagara International Airport
4200 Genesee St, Buffalo, NY 14225
15 minutes (7 miles) from the workshop

Closest Amtrak Train Station to Workshop:

Buffalo, NY Exchange Street (BFX)
75 Exchange St, Buffalo, NY 14203
15 minutes (6 miles) from the workshop

13. What are the accommodations for the differently abled?

- CCMC's training facilities are handicap accessible. Individuals needing special accommodations, please contact CCMC customer service at 856-380-6836.

14. What is the grievance policy?

- CCMC and Commonwealth Educational Seminars (CES) seeks to ensure equitable treatment of every person and to make every attempt to resolve grievances in a fair manner. Please submit a written grievance to CES, 1020 Osterville West Barnstable Rd, Marstons Mills, MA 02648. Grievances will initially be directed to the training instructor. Grievances would receive, to the best of our ability, corrective action in order to prevent further problems. If you have questions or concerns, contact Commonwealth Educational Seminars at (800) 376-3345.

15. What is the Certification 360 Cancellation Policy?

- Cancellations to the workshop or "no shows" are nonrefundable. Registration fees are transferable to an upcoming workshop or to another participant. In the event that CCMC cancels a workshop, a full refund will be issued.