



Commission for Case Manager Certification

# CCM<sup>®</sup> EXAMINATION GUIDE

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What you need to know before you take the CCM exam

ACCREDITED BY:  
THE NATIONAL COMMISSION FOR CERTIFYING AGENCIES



Internet Explorer has known incompatibilities with the functionality of the My CCM Dashboard site. Please begin your exam application and check the status of your application with current versions of Google Chrome or Mozilla Firefox for the best experience.

## WELCOME

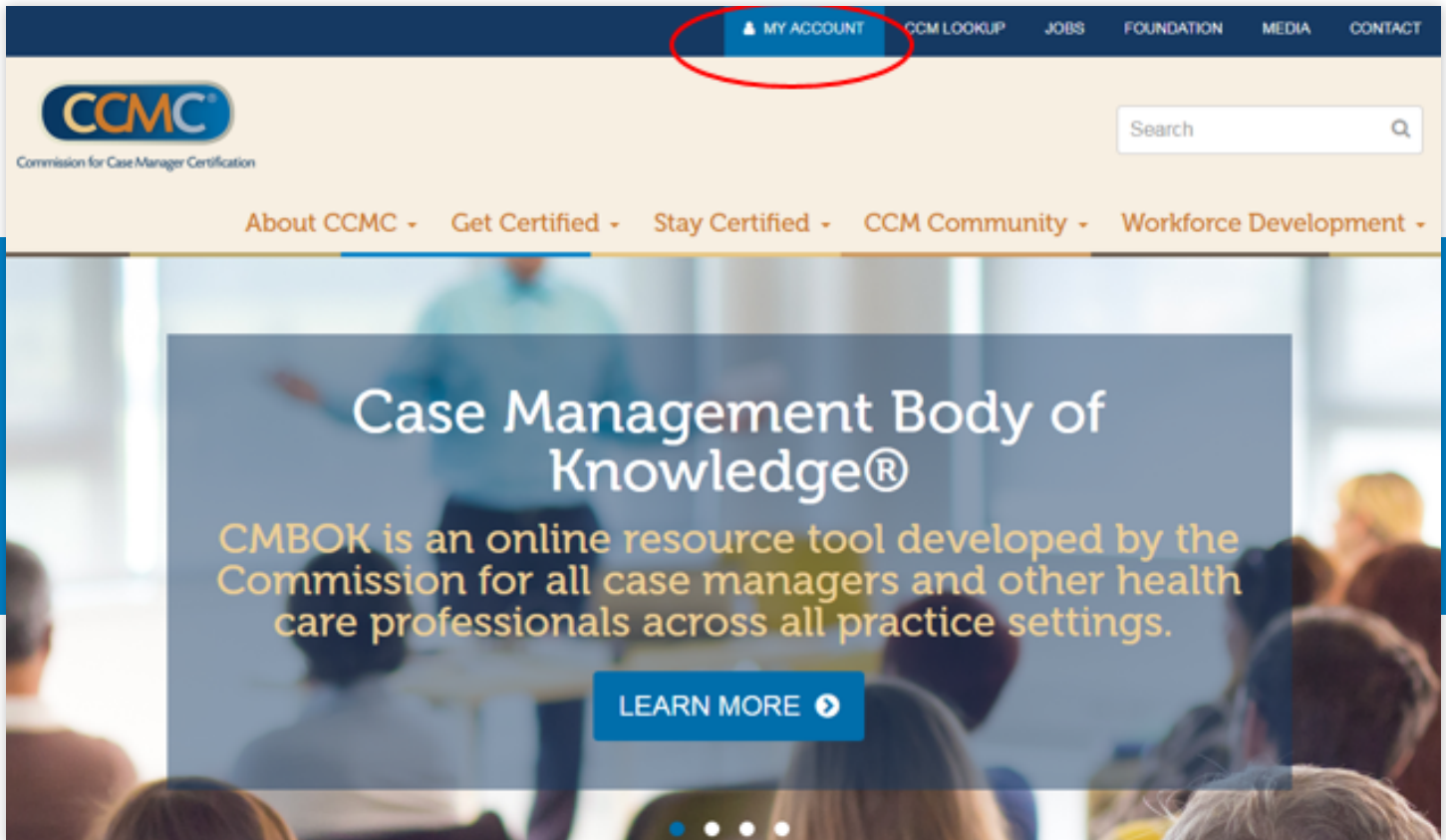
If you already have been approved to sit for the CCM® examination, congratulations! Desire for certification demonstrates your commitment to the field of case management. The CCM is the first nationally accredited case manager credential. Case managers who have earned the board-certified case manager (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 CCMC email address to your 'safe senders' list: [ccmchq@ccmcertification.org](mailto:ccmchq@ccmcertification.org)**

**Log into "My Account". Please bookmark this location**



## STUDY MATERIALS

The CCM examination is practice-based, meaning all items are based around knowledge that an experienced case manager should know and understand.

There isn't any course or education required to take the exam or to prepare for the exam. A listing of suggested [study materials](#) is available on our website, and can assist you in preparing for the examination.

Included in the study materials are:

- » Glossary of terms
- » Suggested reference list - this listing contains the books from where the exam items were written.

- » Practice exams - these exams utilize actual CCM exam items that are now retired to provide a true exam experience for applicants. An explanation for correct answers is provided for every exam item, to assist in your understanding of the concepts being examined. This is the only practice exam authorized by the Commission.

**The Commission does not endorse or recommend any other study materials, other than what is available through our website.**

Please be aware that this listing 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. This is not required, nor should it be considered all-inclusive.

## NONDISCRIMINATION POLICY

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

## INITIAL ELIGIBILITY

The CCM examination is administered 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 and pay the deferral fee (see Fee Schedule).

## ARE YOU A U.S. 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. Further information on deferment and eligibility is included later in this guide.

## AUTHORIZATION TO TEST (ATT) NUMBER

CCMC provides candidates who have been approved to test with a number known as the ATT (authorization to test) or Candidate ID number. This is the number you need to provide to Prometric to allow you to schedule your exam. Prometric also calls it the “eligibility ID number.”

Once your application is approved, you will receive an email with your ATT number and instructions to schedule your exam.

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.

## 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. This will alert CCMC Certification Navigators, who will contact you regarding your special accommodation request and provide a separate phone number for you to contact regarding your exam appointment.

**Candidates 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.

## EXAM APPOINTMENT

### REGISTRATION

The CCM examination is administered by Prometric, a world wide leader in examination and research. Exam appointment registration can be done online at [www.prometric.com/ccmc](http://www.prometric.com/ccmc) or by phone at 1-800-899-3985. All the information you need to get registered will be emailed to you upon approval of your application.

For assistance accessing “CCMC Dashboard,” getting registration information, or completing your exam appointment registration, call CCMC Certification Navigators at 856-380-6836 or email us at [ccmchq@ccmcertification.org](mailto:ccmchq@ccmcertification.org).

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

<https://www.prometric.com/en-us/for-test-takers/prepare-for-test-day/documents/TestCenterRegulations.pdf>

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

<https://www.prometric.com/en-us/for-test-takers/prepare-for-test-day/pages/overview.aspx>

### CONFIRMATION OF APPOINTMENT

Once you have scheduled your appointment with Prometric, you will receive a confirmation number. Please write down this number before leaving the Prometric site. They will also send a confirmation of appointment email 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.

## 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

**You will need** to present a government issued, photo ID that matches your name exactly as it appears in your application 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 ID 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 you will use to retrieve your 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

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 restroom). 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 items for review. If you are uncertain of your answer to a specific item(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.**

## PROBLEMS AT THE EXAM CENTER

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 856-380-6836 BEFORE receiving candidate test scores.

If you have a claim to report, notify CCMC and the Prometric TCA 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 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: <https://www.prometric.com/en-us/for-test-takers/prepare-for-test-day/documents/TestCenterRegulations.pdf>

# MAKING CHANGES TO YOUR EXAM APPOINTMENT

## 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 administer the exam without 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 5 – 29 days before the scheduled exam appointment.
  - » Prometric assesses an \$85 fee for any exam appointment changes made 4 days or less before the scheduled exam appointment. *The candidate will not be able to cancel their exam and will be charged the \$85 "No Show" fee.*

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 administered 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 CCMC Certification Navigators at [ccmchg@ccmcertification.org](mailto:ccmchg@ccmcertification.org) to create the deferment.

Once your deferment has been created, you will need to submit payment online or you can call us at 856-380-6836 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 exam cycle for which you were approved. If you have any questions regarding this policy, please call us at 856-380-6836.

**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 can retake the exam, pending that you are still within your initial eligibility. The retake **MUST** be scheduled for the next available exam cycle. You can schedule your retake after you have received your exam results email.

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.

## RETAKE/DEFER PERMANENT WITHDRAWAL

CCMC understands that even the best laid plans may need to change due to extenuating circumstances. However, certain Guidelines have been put in place for this reason. Anyone who is in retake/defer status and cannot test due to an unforeseen circumstance must submit a formal withdrawal request.

The request can be sent to [ccmchg@ccmcertification.org](mailto:ccmchg@ccmcertification.org) no later than the last 9-10 days of the exam window. With this request you will also need to **provide proper documentation** of the circumstance.

**If you withdraw after you scheduled your appointment and did not properly cancel with Prometric, you are not entitled to a refund.**

Once the requested documents have been received by the Customer Service department they will then be reviewed. After review and approval is given you will be refunded the exam fee only.

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.

## 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 Certification Navigators 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 [ccmchq@ccmcertification.org](mailto:ccmchq@ccmcertification.org) no later than 10 days before the end of the exam window for which you were initially approved and our certification navigators 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 last day of the exam cycle for which you were 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 4 days 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 deferment **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 CCMC Certification Navigators 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 CCMC Certification Navigators at [ccmchq@ccmcertification.org](mailto:ccmchq@ccmcertification.org) within 10 business days of your missed appointment.

## NAME CHANGES

### LEGAL NAME CHANGE

You must provide CCMC with a copy of the legal documents authorizing the change of name. Email, mail or fax documentation to:

#### Commission for Case Manager Certification

1120 Rt. 73, Ste. 200

Mount Laurel, NJ 08054

Fax: 856-439-0525

Email: [ccmchq@ccmcertification.org](mailto:ccmchq@ccmcertification.org)

### PROMETRIC DATABASE NAME CHANGES

You should have completed the CCM exam application using your name as it appears on your government-issued, photo ID. 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 CCMC Certification Navigators 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 CCMC Certification Navigators of any name differences, you may not be permitted by the TCA to sit for the CCM exam. If you are turned away from the testing center, you may EITHER:

1. Contact CCMC Certification Navigators during normal business hours (M-F from 8:30 am to 5 pm ET) 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

Each candidate who completes the exam is provided with an immediate pass/not pass, which displays on the computer screen. Prometric will email this notification to the address you used to schedule your exam.

This score is 99% accurate and is considered an immediate pass/fail notification.

You will be notified by CCMC, of your passed/not-passed status via email and on your account under “My CCM Dashboard” based on the Exam Notification Timeline posted here on our website: <http://ccmcertification.org/faqs/certification/certification/exam-application-schedule-and-notification-timeline> Please read this carefully so you know when to expect notification about your exam score, and when to expect your certificate and pin by mail for those who pass.

Those individuals who pass the exam will be asked to wait until receiving their official CCM certificate via mail before using the CCM credential.

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

## 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 expressed 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 SCHEDULE

### CCMC 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.

Application (NON-REFUNDABLE)	\$225
Exam (This fee will be refunded if you are ineligible to sit for the exam)	\$195
Total Paid with your Application (Application + Exam Fee)	\$420

One-time Deferment	\$85
Re-take	\$195
“No Show” missed exam	<b>No refund of exam fee</b>

### PROMETRIC FEES

Exam reschedule with Prometric, 5 - 29 days prior to scheduled appointment	\$25
Exam reschedule with Prometric, 4 days or less prior to scheduled appointment	\$85
<i>The candidate will not be able to cancel their exam and will be charged an \$85 Late Cancellation fee.</i>	

## CONTACT INFORMATION

### CCMC CERTIFICATION NAVIGATORS

Phone: 856-380-6836  
Fax: 856-439-0525  
Email: [ccmchq@ccmcertification.org](mailto:ccmchq@ccmcertification.org)

### PROMETRIC

Phone: 1-800-722-2830  
Website: [www.prometric.com](http://www.prometric.com)

## GLOSSARY OF TERMS

### AUTHORIZATION TO TEST (ATT) NUMBER

CCMC provides candidates who have been approved to test with a number known as the ATT (authorization to test) or Candidate ID number. This is the number you need to provide to Prometric to allow you to schedule your exam. Prometric also calls it the “eligibility ID number.”

### 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.

### “MY ACCOUNT”

This is where you applied for the CCM exam, and this will also provide your application approval or denial, your Authorized to Test (ATT) number, directions on scheduling your exam through Prometric, and your testing results.

### “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.