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Commission for Case Manager Certification

## **CCMC's CMLearning Network's Certification 360 Virtual**

**September 13, 2023**

**September 20, 2023**

**September 27, 2023**

**October 4, 2023**

**4:00 p.m. to 7:00 p.m. EDT each day**

**Led by CCMC-Authorized Facilitators:**

Lynn Muller, JD, BA-HCM, RN, CCM

Jo Carter, RN, BSN, CCM

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# 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 CMLearning Network’s Certification 360 Virtual.

- CMLearning Network’s Certification 360 Virtual is a virtual immersive learning experience led by CCMC-authorized facilitators.
- This virtual case management training is an intensive training that is broken up into multiple sessions for both new and not-so-new case managers.
- This virtual case management training has been added to our list of resources during the onset of the COVID-19 pandemic when in-person training initially wasn’t possible. This way, you can still prepare to advance your career all from the comfort of your own home!

## 4. What kind of information will I learn at the CMLearning Network’s Certification 360 Virtual?

- Program description:  
This virtual case management training 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.
  - Discuss psychosocial concepts and support systems essential to case management.
  - Discuss 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.
  - Discuss the integration of behavioral and medical care.
  - Identify 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.
  - Define barriers to case management provision relating to culture, health literacy and other factors.
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- 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 polling questions 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 CMLearning Network's Certification 360 Virtual?**

- CMLearning Network's Certification 360 Virtual 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 CMLearning Network's Certification 360 Virtual 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 virtual case management immersion is \$359.00 per person.

## **8. What does the registration fee include?**

- The registration fee is a comprehensive educational package that includes the following materials:
  - Multi-day virtual sessions of learning from CCMC-authorized facilitators.
  - A comprehensive printed course workbook that contains the slide presentation, detailed notes from the slide presentation, as well as additional supporting content covered during the course of the training.  
*(Please note: In order to guarantee delivery of your workbook prior to the*

*first session, please register at the latest two weeks before the first session begins.*

- Access to CCMC's 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 for 7 days - an online resource that includes 100 retired questions to test and reinforce the learning provided. (This retails for \$79.00) *\*\*Please note that your practice exam and CMBOK access will be sent after the start of the workshop series.*
- 12 CEs awarded for CCMs, nurses, and social workers. *Please note: you must be present for the full duration of all sessions to receive 12 CEs.*

## **9. Where and when is the CMLearning Network's Certification 360 Virtual going to be held?**

Dates: September 13, 2023 | September 20, 2023 | September 27, 2023  
October 4, 2023

Time: 4:00 p.m. to 7:00 p.m. EDT each day

Place: In the comfort of your own home! Zoom will be the platform that will be used for the sessions.

## **10. How can I register for the virtual case management training?**

- You can register for the training online by visiting CCMC's CMLearning Network (our learning management system) at <https://www.pathlms.com/ccmc>
- Zoom will be the platform used for the workshop. The option to begin joining each session will be available 30 minutes prior to the session start time.
  - Join a test meeting to test your audio and familiarize yourself with meeting controls: <http://zoom.us/test>
  - For the best experience, please use Google Chrome as your web browser, or dial in if using another web browser. You may download Google Chrome here: <https://www.google.com/chrome/>

- A couple of final things for you to know:
  - Session recordings are not available for viewing post the live event. Please make sure you can attend all sessions prior to registering for the workshop.
  - All registration fees are non-refundable.

### **11. What is the CMLearning Network's Certification 360 Virtual 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.