



Commission for Case Manager Certification

The content of the CCM[®] examination is based on an ongoing, nationwide validation research project. The research has identified six major domains of essential knowledge. Additionally, each of the six domains is further defined into sub-domains. These domains are considered core knowledge areas that are used by case managers across the continuum of activities and functions typically associated with case management (i.e., assessment, planning, implementation, coordination, monitoring, and evaluation) and match the six knowledge domains of case management (as listed below).

The content of the examination remains constant for each administration of the examination. The questions will vary from administration to administration, in order to protect the integrity of the examination process. The 2025 exam blueprint will go into effect starting with the August 2025 CCM examination.

Content and Blueprint of the CCM Examination - 2025	Weight of Items (%)	Number of Items
Domain 1: Care Management	30%	45
<ul style="list-style-type: none"> • Recognize the criteria associated with caseload assignment/selection 		
<ul style="list-style-type: none"> • Develop a client-centered plan of care 		
<ul style="list-style-type: none"> • Understand differences in and application of age specific care 		
<ul style="list-style-type: none"> • Apply evidence-based case management and/or care management models, processes, and tools 		
<ul style="list-style-type: none"> • Apply cost containment principles 		
<ul style="list-style-type: none"> • Understand management of clients based on length and type of care (e.g., acute, chronic illness(es), disabilities, behavioral health) 		
<ul style="list-style-type: none"> • Address medication management (e.g., access, reconciliation, education) 		
<ul style="list-style-type: none"> • Perform a comprehensive assessment of needs, including assessment of social, behavioral, and physical function 		
<ul style="list-style-type: none"> • Assess client's acuity or severity levels 		
<ul style="list-style-type: none"> • Understand levels of care (e.g., inpatient, observation, outpatient) 		
<ul style="list-style-type: none"> • Understand the features of care settings (e.g., hospital, skilled nursing facilities, group home, rehabilitation) 		
<ul style="list-style-type: none"> • Understand palliative, hospice, and end-of-life care including chronic pain management principles 		
<ul style="list-style-type: none"> • Collaborate with interdisciplinary/interprofessional care teams 		

<ul style="list-style-type: none"> Understand key concepts of population health (e.g., pediatrics, geriatrics, maternity care) 		
<ul style="list-style-type: none"> Identify key aspects of transitions of care 		
<ul style="list-style-type: none"> Understand key aspects of care coordination through the continuum 		
<ul style="list-style-type: none"> Understand advanced care planning (e.g., power of attorney, health care surrogate, living wills) 		
<ul style="list-style-type: none"> Collaborate with community-based support service agencies and providers 		
Domain 2: Reimbursement Methods	12%	18
<ul style="list-style-type: none"> Recognize reimbursement and payment methodologies (e.g., bundled payment, case rate, prospective payment systems, value-based care, financial risk models, worker's compensation) 		
<ul style="list-style-type: none"> Recognize key features of accountable care organizations and managed care concepts 		
<ul style="list-style-type: none"> Identify private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individually purchased insurance, home care benefits, COBRA) 		
<ul style="list-style-type: none"> Identify military and veteran benefit programs (e.g., TRICARE and Veterans Administration) 		
<ul style="list-style-type: none"> Identify public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid) 		
<ul style="list-style-type: none"> Recognize available financial resources (e.g., waiver programs, special needs trusts, viatical settlements) 		
<ul style="list-style-type: none"> Apply utilization review/management principles, guidelines, and tools 		
<ul style="list-style-type: none"> Recognize coding methodologies (e.g., Diagnosis-Related Group, Diagnostic and Statistical Manual of Mental Disorders, International Classification of Diseases, Current Procedural Terminology) 		
<ul style="list-style-type: none"> Identify negotiation techniques (e.g., single case agreement, individual insurance policy, fee schedule agreements) 		
<ul style="list-style-type: none"> Define key features of insurance principles (e.g., benefit, copays) 		
Domain 3: Psychosocial Concepts and Support Systems	20%	30
<ul style="list-style-type: none"> Recognize the signs of abuse and neglect 		
<ul style="list-style-type: none"> Understand how behavioral change theories and models impact client readiness (e.g., readiness for lifestyle behavioral change) 		
<ul style="list-style-type: none"> Understand the behavioral health concepts (e.g., diagnosis, dual diagnoses, co-occurring disorders, substance use) that influence client care needs 		
<ul style="list-style-type: none"> Promote client empowerment, engagement, and self-care management (e.g., self-advocacy, self-directed care, informed decision making, shared decision making, health education) 		
<ul style="list-style-type: none"> Apply tools and techniques to promote client engagement (e.g., motivational interviewing, goal-setting, active listening, reflection, person-centered care approach, health coaching) 		
<ul style="list-style-type: none"> Apply crisis intervention strategies 		

<ul style="list-style-type: none"> Identify health-related social needs and associated resources 		
<ul style="list-style-type: none"> Recognize client support system dynamics, including both formal and informal supports 		
<ul style="list-style-type: none"> Assess health literacy, education needs, and language barriers 		
<ul style="list-style-type: none"> Understand interpersonal communication strategies (e.g., conflict resolution, group dynamics) 		
<ul style="list-style-type: none"> Recognize cultural, spiritual, and religious factors that may affect the client's care needs 		
<ul style="list-style-type: none"> Understand the assessments that measure psychological and cognitive capacity 		
<ul style="list-style-type: none"> Understand psychosocial aspects of chronic conditions and disability 		
<ul style="list-style-type: none"> Identify supportive care programs (e.g., health-related support groups and organizations, bereavement, spiritual/pastoral, caregiver-related) 		
<ul style="list-style-type: none"> Understand wellness and illness prevention concepts and strategies 		
<ul style="list-style-type: none"> Describe the key factors of social drivers of health (i.e., social determinants of health, health equity, health disparity) 		
<ul style="list-style-type: none"> Recognize how gender health influences care needs (e.g., sexual orientation, gender expression, gender identity) 		
<ul style="list-style-type: none"> Apply Trauma-Informed Care Principles 		
Domain 4: Quality and Outcomes Evaluation and Measurements	10%	15
<ul style="list-style-type: none"> Understand accreditation standards and requirements (e.g., The Joint Commission, CMS, NCQA) 		
<ul style="list-style-type: none"> Describe the basic elements of cost-benefit analysis 		
<ul style="list-style-type: none"> Understand role in data gathering, interpretation, evaluation, and reporting (e.g., readmission rates, denials, population volume reports) 		
<ul style="list-style-type: none"> Describe health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group) 		
<ul style="list-style-type: none"> 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) 		
<ul style="list-style-type: none"> Describe quality indicators, applications, performance improvement and evaluation methods (e.g., clinical, financial, productivity, utilization, client experience of care) 		
<ul style="list-style-type: none"> Understand the application of quality and performance improvement methods, tools, and processes 		
<ul style="list-style-type: none"> Understand the impact of case management practices (e.g., care coordination, transitional planning) on value-based care 		
Domain 5: Rehabilitation Concepts and Strategies	10%	15
<ul style="list-style-type: none"> Understand current adaptive technologies (e.g., text telephone device, assistive devices for the deaf, orientation and mobility services) 		

<ul style="list-style-type: none"> Determine basic functional capacity to identify care needs (e.g., ADLs, IADLs, cognitive status) 		
<ul style="list-style-type: none"> Identify care coordination needs related to rehabilitation settings (e.g., LTAC, acute rehab, SNF) 		
<ul style="list-style-type: none"> Understand unique rehabilitation aspects of care for people with disabilities and chronic illnesses (e.g., job analysis and accommodation, life care planning, developmental) 		
<ul style="list-style-type: none"> Understand vocational rehabilitation programs and resources (e.g., Workers' Compensation, catastrophic injuries) 		
<ul style="list-style-type: none"> 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) 		
Domain 6: Ethical, Legal, and Practice Standards	18%	27
<ul style="list-style-type: none"> Apply the ethical standards related to care management (e.g., principles, end of life, refusal of treatment/services) 		
<ul style="list-style-type: none"> Engage in professional conduct (e.g., cultural and linguistic sensitivity, scope of practice, education, license, and/or certification) 		
<ul style="list-style-type: none"> 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) 		
<ul style="list-style-type: none"> Understand legal and regulatory requirements applicable to case management practice (e.g., corporate compliance, mandatory reporting, use of technology) 		
<ul style="list-style-type: none"> Apply industry best practices associated with privacy and confidentiality 		
<ul style="list-style-type: none"> Understand industry best practices associated with risk management 		
<ul style="list-style-type: none"> Understand responsibilities associated with documentation and case summary 		
<ul style="list-style-type: none"> Practice self-care, safety, and well-being as a professional 		
<ul style="list-style-type: none"> 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) 		
<ul style="list-style-type: none"> Advocate for the client and their support systems 		