



Commission for Case Manager Certification

CCMC's Code of Professional Conduct Frequently Asked Questions

1. What's new in the updated Code of Conduct?

- The removal of language around advisory opinions;
- Inclusion of a mechanism for certification holders to self-report Code violations;
- Extension of the period for a complaint or self-reported violation to be filed, from six months to one year; and
- A revision giving the Ethics and Professional Conduct Committee discretion to disclose supporting documentation and related responses to both parties for an accepted complaint as a means to allow proper processing of the complaint.
- The addition to the CCM Code of the case management definition jointly approved by the Commission and the American Case Management Association.

2. Are all case managers bound by the Code?

Compliance with the rules and standards in the Code is mandatory for every *board-certified* case manager—those who hold the Certified Case Manager® (CCM®) credential from the Commission. The Code is accepted across the industry, and case managers can be measured against the Code, but board-certified case managers are required to follow it.

3. What's the difference between a professional case manager and a board-certified case manager?

The Commission gives eligible professional case managers an opportunity to be board certified across the spectrum of health and human services. We know from the growing demand for board-certified case managers that employers acknowledge their value. You can read the eligibility requirements for board certification [here](#), or call the Commission at (856) 380-6836.

Board-certified case managers have demonstrated they have the knowledge and experience to provide services to clients across the continuum of care. They are committed to uphold the highest professional and ethical standards. To maintain their credential, board-certified case managers must comply with the Code of Professional Conduct for Case Managers, which is enforced by the Commission.

4. What was involved in updating the Code?

Originally adopted in 1996, the Code of Professional Conduct for Case Managers was created to ensure quality and protect the public interest. To ensure the relevance and consistency of the Code in current practice, the Ethics & Professional Conduct Committee reviewed the Code and recommended the proposed changes which are currently being released for public comment. After the public comment period, the committee will review the comments and recommend a final revised Code to be approved by the Commission's Board of Commissioners in 2023.



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5. What are the core principles underlying the Code?

- Principle 1: Board-Certified Case Managers (CCMs) will place the public interest above their own at all times.
- Principle 2: Board-Certified Case Managers (CCMs) will respect the rights and inherent dignity of all of their clients.
- Principle 3: Board-Certified Case Managers (CCMs) will always maintain objectivity in their relationships with clients.
- Principle 4: Board-Certified Case Managers (CCMs) will act with integrity and fidelity with clients and others.
- Principle 5: Board-Certified Case Managers (CCMs) will maintain their competency at a level that ensures their clients will receive the highest quality of service.
- Principle 6: Board-Certified Case Managers (CCMs) will honor the integrity of the CCM designation and adhere to the requirements for its use.
- Principle 7: Board-Certified Case Managers (CCMs) will obey all laws and regulations.
- Principle 8: Board-Certified Case Managers (CCMs) will help maintain the integrity of the Code, by responding to requests for public comments to review and revise the Code, thus helping ensure its consistency with current practice.

6. Who can file a complaint?

Complaints that one or more Rules or Standards have been violated by a CCM, can be filed by:

- Board-certified case managers, or
- Members of the general public, or
- Clients, or
- Persons who have power of attorney acting on behalf of a client, or
- The Chair of the Ethics & Professional Conduct Committee (with reason to believe through reliable evidence that the code had been violated).

7. How is the Code enforced?

The Commission encourages clients who believe they were treated unprofessionally to file a complaint. It also requires board-certified case managers to report colleagues who they believe have violated the Code. The Ethics & Professional Conduct Committee has a process in place to hear and process complaints. The process includes investigation, collection of supporting documentation, and peer review.

8. How do I file a complaint?

The Committee will accept only signed and notarized, written Complaints on the Complaint Form which can be found in the CCMC Code of Professional Conduct for Case Managers. The Complaint must not exceed ten (10) pages exclusive of supporting documentation.