Growth, Benefits and Value

2023 Insight into Today’s CCM Certificant
Board-certified case managers—the over 50,000 professionals who hold the Certified Case Manager credential—work in settings across the health care continuum. In many organizations with clients who need navigation, care coordination, and access to resources to optimize health, you’ll find a board-certified case manager.¹

¹ Unless otherwise noted, data in this eBook is from 5,446 responses to the survey, “Health2 Resources and CCMC, Professional and Demographic Characteristics of CCMs” November 2022.
Top current employment settings:
- 26% Health plan/insurance disability company
- 19% Hospital/acute care
- 10% Workers’ comp
- 8% Ambulatory/outpatient/primary/urgent care

WHO is today’s CCM certificant?
- 96% are women
- 80% have bachelor's degree or higher, with this figure increasing
- Work in all U.S. states
- Certified for an average of 10 years, with an average of 7 years of work prior to certification
- 24% are in executive or management roles
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WHERE do they live and work?

CCM certificants are in all 50 states and Washington, D.C.
CCM certificants are seasoned professionals.

60% of CCMs have been in case management for 10 or more years.

Professional Background:

86% RN
9% Social worker
5% Other
CCM certificants go the extra mile to gain expertise to serve their clients.

In addition to experience, education, and the distinction of earning the CCM, nearly all board-certified case managers bring value to employers through specialty expertise.

95% of CCMs have specialty experience in one or more areas.

N=5,197
The case manager is focused on quality and patient empowerment, but also on coordination among different providers, advocating, and helping patients navigate the health system.

CCM certificants say the aspects of their job that are most vital are:

- Ensuring appropriate care
- Educating and empowering clients
- Advocacy
- Coordinating care
- Helping to increase access to care
- Helping identify issues

N=4,789
Measuring care coordination is important.

92% of board-certified case managers say their organization tracks care coordination activities, some using multiple measures.

- 53% Patient experience
- 42% Re-admission rate
- 31% HEDIS
- 31% Cost savings
- 30% Length of stay
- 29% Patient self-management goals met
- 28% ER visits
- 24% Admission rate

N=4,993
Salaries for CCM certificants are on the rise.

A large majority of CCMs earn more than $80k per year, and more than one-third of CCMs earn over $100k. 

$90k-$100k

The median salary of CCM certificants

77%

are earning $80k+

36%

are earning $100k+

75% of CCM certificants

have received a salary increase in the last 12 months

N=4,321
The most important reason case managers pursue certification is to improve employment options, to enhance professional standing, to build knowledge, and for personal growth.

The CCM is a rewarded professional milestone.
Benefits of CCM Certification extend beyond salary alone.

86% of case managers report certification has had a positive impact on their career.

N=4,794
Employers recognize the value of CCM certification and financially support ongoing professional development.

CCMs who supervise other case managers recognize the value of the credential when hiring—and so do their employers.

74% of employers prefer or require certification for case managers.

N=1,030
CCM certificants who are supervisors develop others by setting them on the path to certification.

91% of CCMs have recommended the CCM to others.  
N=4,794

CCM supervisors are highly aware of the Commission’s resources for lifelong learning and professional development.

81% know about CCMC’s Case Management Body of Knowledge (CMBOK®) online learning platform  
N=1,012

69% know about CCMC’s Pre-Approved Continuing Education (PACE™) Program  
N=1,030
The benefits of board-certification are clear for case managers, health care organizations, and the clients they serve.

How can the CCM certification help you and your organization develop others?

Find out more at ccmcertification.org, or call us at (856) 380-6836.