Rescheduling your in-person exam or remote proctoring (OnVUE) exam

To reschedule or cancel your appointment on the Pearson VUE website, please visit https://home.pearsonvue.com/ccmc

Reschedule Policy

If you need to reschedule your appointment, be sure to do it as soon as possible before your appointment. If you do not reschedule your appointment before the scheduled appointment time, you will forfeit your exam fee.

Cancellation Policy

If you need to cancel your appointment, be sure to do it as soon as possible before your appointment. If you do not cancel your appointment before the scheduled appointment time, you will forfeit your exam fee.

1. After your account has been created or after signing in, you will see the exam you have been authorized to take - "CCM-Certified Case Manager Examination". Select this test and you will have the option to reschedule or cancel your appointment.

2. Next you will be able to change your appointment time, if needed. Click "Reschedule" or "Cancel". *If you choose to cancel your exam and not re-schedule, you will forfeit the money paid. Please contact the Commission for deferment options and eligibility.*
3. Choose a new appointment date and time

4. Confirm your appointment details and click **“Book this appointment”**.
5. Review and accept the exam administration policies.

6. Review to make sure everything is correct to proceed with completing your order. If all is correct, click next at bottom of screen.
7. Almost there…. You will be asked to review your information once more and then you will click “Confirm Reschedule” at the bottom of the page.

8. Once your appointment is scheduled, Pearson VUE will email you a confirmation providing details about your appointment, including directions to the test center, instructions on what to bring, and other pertinent information.

*We strongly encourage you to schedule your exam appointment online or contact the Commission before contacting the Pearson VUE contact center as there is an additional $10 fee to have a Pearson VUE representative schedule for you.