

CCMC's Certification 360 Virtual **FREQUENTLY ASKED QUESTIONS**

1. What is the CM Learning Network®?

- The CM Learning 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 CM Learning 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 CM Learning Network include?

- The learning tools of the CM Learning Network include online webinars, continuing education credits, Issue Briefs, Speaker's Bureau, Newsletter, our Official Journal – *CareManagement*, and educational workshops.

3. Tell me a little bit about Certification 360 Virtual.

- Certification 360 Virtual is a virtual immersive learning experience led by CCMC-authorized facilitators. GoToWebinar is the platform that is used for the virtual workshop.
- 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 recently added to our list of resources. 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 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.
 - Learn psychosocial concepts and support systems essential to case management.
 - Understand 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.
 - Understand the integration of behavioral and medical care.
 - Learn 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.
 - Understand 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 to be answered by the group after each section 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 Certification 360 Virtual?

- 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 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 workshop is intended to educate individuals interested in, or already practicing case management. As a 360-degree overview of case management knowledge based on the knowledge domains, it can assist you in focusing your study to prepare for certification. Registration and attendance at this workshop **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 \$325.00 per person.

8. What does the registration fee include?

- The registration fee is a comprehensive educational package that includes the following materials:
 - A series of virtual sessions of learning from CCMC-authorized facilitators.
 - A comprehensive course workbook that contains the slide deck and detailed notes from the presentation, as well as additional supporting content covered during the course of the training.

- 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, an online resource that includes 100 retired questions to test and reinforce the learning provided. (This retails for \$79.00)
- 12 CEs awarded for CCMs, nurses, and social workers (Please visit [CES CE CREDIT](#) to see all states that are covered for Social Workers). *Please note: you must be present for the sessions in their entirety to receive 12 CEs.*

10. How can I register for Certification 360 Virtual?

- You can register for the training online by visiting CCMC's website on our Calendar of Events page: <https://ccmcertification.org/ccm-community/events>
- You will be emailed your unique GoToWebinar link and the Know Before You Go email with the workbook one week prior to first session.
 - Please perform a system check on your computer in advance of the training: <https://support.goto.com/webinar/system-check-attendee>
 - 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:
 - Certification 360 Virtual materials will be distributed via email one week prior to the first session. *(Please note: printed copies of the materials are not available).*
 - Session recordings are not available for viewing post the live event.
 - All registration fees are non-refundable.

11. What is the 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.