

**CCM<sup>®</sup>**  
*(Certified Case Manager)*

**CRITERIA  
For  
Certification  
Renewal  
And  
Continuing  
Education**

Developed and Administered by:

**COMMISSION FOR  
CASE MANAGER CERTIFICATION**

To avoid delay in processing, paperwork being returned with payment must be sent to:

**Commission for Case Manager Certification  
Department 4425  
Carol Stream, IL 60122-4425  
(847) 944-1330**

The address above is a post office box, and applicable when sending paperwork with payment via U.S. Mail. If sending paperwork with payment via overnight carrier, please visit the website or call the commission office for the correct address.

All other correspondence should be mailed to:

**Commission for Case Manager Certification  
300 N. Martingale Road, Suite 460  
Schaumburg, IL 60173  
(847) 944-1330**

[www.ccmcertification.org](http://www.ccmcertification.org)

**ACCREDITED BY THE NATIONAL COMMISSION FOR CERTIFYING AGENCIES**

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## THE CERTIFICATION RENEWAL PROGRAM

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The Commission for Case Manager Certification (CCMC) believes that individuals certified as case managers (CCMs) should continue to expand their skills in order to enhance the quality of the services they provide. CCMC's certification renewal requirements are designed to encourage case managers to continue their professional education through courses and other activities that will help them serve their clients more effectively. The CCMC conducts a job analysis every five years to ensure that the CCM certification and examination accurately reflect the practice of case management. Thus, CCMs are required to renew their certification every five years to remain current in the field of case management.

The CCMC certification renewal program uses continuing education opportunities to help practitioners achieve the following goals:

- Obtain information on current trends.
- Explore new technologies.
- Develop balanced professional judgment and enhance critical skills.
- Acquire knowledge in specific focus areas.

### **Guidelines for Certification Renewal**

Your initial CCM certification is valid for five years. The CCMC certification renewal program allows you to extend your status as a CCM at five-year intervals from the valid-through date of your initial certification. It offers two renewal options:

**Option 1:** Documentation of 80 clock hours of approved continuing education.

**Option 2:** Re-examination.

### **Renewal Procedures**

A certification renewal packet will be mailed to you approximately four months prior to the valid-through date printed on your certificate. To complete the renewal process you must:

1. Fill out the application and provide documentation to show that you have completed 80 clock hours of approved continuing education **OR** check the box stating that you wish to sit for the next scheduled examination.
2. Once your renewal postcard is received, you must submit the balance of your continuing education with your renewal materials.
3. Submit the non-refundable certification renewal fee with your application.
4. Document that the license/certification on which your CCM credential is based is active and in good standing. (See Step 1: Form A on the Certification Renewal Instructions included in your renewal packet.)

**You may mail an Internet verification of your license with a photocopy of your current license, attached to Form A with only the top portion completed.**

**PLEASE NOTIFY THE BUSINESS OFFICE OF ANY CHANGE IN ADDRESS IN WRITING, EITHER VIA U.S. MAIL, FACSIMILE, OR ON OUR WEBSITE.**

CCMC will make every reasonable effort to send the certification renewal information to current designation holders. However, it is your responsibility to renew your certification by the valid-through date on your certificate.

Because of the possibility of postal delays, CCMC strongly urges you to send your application to the business office well in advance of the valid-through date on your current certificate.

We ask that you pay particular attention to the various deadlines that occur during the certification renewal process. If schedules for requested information are not met, CCMC may assess an administrative fee to cover its processing costs.

Information submitted as part of the application, certification and certification renewal processes becomes the property of the commission and will not be released to outside parties unless authorized by the applicant/certificant or unless required by law. Individual score reports are released to the candidate and are not released to any institution or employer. For research and statistical purposes only, data resulting from the certification process may be used in an anonymous/unidentifiable manner.

The commission does provide a database listing all certificants on its website, which is updated periodically, for the use of the public. The commission also receives and responds to requests for information about the certification status of those holding its credential.

Signing the CCMC renewal application carries with it an acknowledgment that the information provided by the applicant is accurate. If CCMC subsequently learns that a certification was granted on the basis of false, misleading, or inaccurate information, it has the right to revoke or suspend that certification. CCMC also reserves the right to suspend or revoke a certification upon proof that an individual has violated the CCMC Code of Professional Conduct. Failure to renew your certification will result in the expiration of your certified status. Should you fail to renew your certification, you are required to re-apply, meet all current standards, and achieve a passing score on the certification exam.

Descriptions of the renewal options are provided in the material that follows.

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## OPTION 1: CONTINUING EDUCATION

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### The Process

To renew your certification through a program of continuing education, you must:

1. Complete the renewal application you will receive approximately four months prior to the valid-through date on your certificate.
2. Provide documentation indicating that you have completed 80 clock hours of approved continuing education taken within your current 5-year period.
3. Ensure that the continuing education activities you wish to use for certification renewal fall within the focus areas described later in this guide.
4. Send the completed renewal application, copies of continuing education documentation, completed survey (if included with your renewal application), and non-refundable processing fee to CCMC.
5. Include your customer ID number on ALL correspondence.
6. Document that the license/certification on which your CCM credential is based is active and in good standing. (See Step 1: Form A on the Certification Renewal Instructions included in your renewal packet.)

CCMC strongly encourages you to submit documentation of your continuing education activities at least once a year over the five-year period of certification. Pre-approved continuing education (see page 4) may be submitted as you complete each course or workshop. Remember, there is no cost to you when reporting continuing education credits earned through approved providers. **Please submit copies of your continuing education documentation, except for transcripts and/or grade reports, as it will not be returned to you.**

Whether you send your continuing education documentation to the commission annually or as the coursework is completed, CCMC will add the information to your file and send you an updated report. These reports should be retained so that you will have appropriate documentation available when it is time to renew your certification.

**Please note that any paperwork submitted at the time of renewal will not be returned.**

## **The Plan**

CCMC is committed to facilitating the professional development of its certified individuals and has instituted the following plan, which allows the flexibility to create a more personal experience for self-development.

To ensure that CCMs maintain their knowledge, skills, and abilities in the field, CCMC requires that the 80 hours be taken in the focus areas that are found on the certification exam and which are continually validated through ongoing role and function studies. The focus areas are listed in this section.

**Please refer to the following focus areas when developing your personalized plan for maintaining your knowledge, skills, and abilities through continuing education.**

### **Focus Areas (Knowledge Domains / Core Components)**

#### **1. Case Management Concepts**

- Accreditation standards and requirements
- Case management models
- Case management process and tools
- Case recording and documentation
- Goals and objectives of case management
- Program evaluation and research methods
- Quality and performance improvement concepts

#### **2. Case Management Principles and Strategies**

- Confidentiality
- Conflict resolution strategies
- Negotiation
- Ethics
- Healthcare and disability related legislation
- Interpersonal communication
- Legal and regulatory requirements
- Risk management
- Standards of practice

#### **3. Psychosocial and Support Systems**

- Behavioral health and psychiatric disability concepts
- Psychological and neuropsychological assessment
- Management of clients with substance use/abuse/addiction
- Wellness and illness prevention concepts and strategies
- Community resources
- Support programs
- Family dynamics
- Multicultural issues as they relate to health behavior
- Psychosocial aspects of chronic illness and disability
- Spirituality as it relates to health behavior
- Management of complementary alternative medicine (CAM) practices
- Concepts related to working with clients who have been abused
- Crisis intervention strategies

#### **4. Healthcare Management and Delivery**

- Management of acute and chronic illness and disability
- Assessment of physical functioning
- Assistive technology
- Continuum of care
- Critical pathways, standards of care, practice guidelines
- Healthcare delivery systems
- Levels of care
- Management of medication use
- Rehabilitation service delivery systems
- Roles and functions of other providers
- Healthcare providers (including vendors)
- Roles and functions of case managers in various settings

#### **5. Healthcare Reimbursement**

- Managed care concepts
- Cost containment principles
- Healthcare insurance principles
- Managed care reimbursement concepts
- Prospective payment system
- Private benefit programs
- Public benefit programs
- Utilization management
- Cost/benefit analysis

#### **6. Vocational Concepts and Strategies**

- Ergonomics
- Job analysis, modification and accommodation, and vocational assessment
- Disability compensation systems
- Job development and placement
- Life care planning
- Vocational aspects of chronic illness and disability
- Work adjustment and work transition
- Workers' compensation principles
- Work hardening resources and strategies

## **Pre-Approved Continuing Education**

CCMC has a process whereby sponsors of workshops, seminars, and the like can obtain pre-approval of their training programs.

If a sponsor has received pre-approval for a program you have attended, you will be given appropriate documentation of your attendance to submit to CCMC for addition to your file at no cost to you.

To verify that a program you wish to attend has obtained pre-approval by CCMC, you must contact the program sponsor directly. CCMC does not publish lists of pre-approved continuing education.

### *Required Documentation*

- A copy of the original attendance verification form provided by the program sponsor.

### *Submission Process*

In order to have clock hours for pre-approved programs added to your file, you must submit a copy of the attendance verification form obtained from the program sponsor. Before mailing, check to ensure that the form has your name, CCM customer number, current address, and daytime telephone number.

The new clock hours will be added to your file and an updated report will be sent to you. Continuing education documentation **will not** be returned with your updated report.

One clock hour is equivalent to 60 minutes of instruction or participation. Clock hour credit is not given for social hours, coffee breaks, or meals during which instruction is not provided.

## **Post-Approval of Continuing Education**

CCMC will also approve continuing education activities for individuals on a post-attendance basis. Such activities may include (but are not limited to) workshops, seminars, university courses, and similar activities.

### *Required Documentation*

To request approval on a post-attendance basis, you are required to:

- Complete the Application for Post-Approval of Continuing Education (found on page 10 of this guide). **DO NOT USE THIS ORIGINAL FORM.** Instead, make copies of the blank form, and fill in the copies for submission as you complete each continuing education activity.
- Submit copies of proof of attendance or completion. (Please see below for types of activities.)
- Submit the required processing fees (see page 9).

### *Submission Process*

In order to request post-approval of your activities, you must submit a completed application, (page 10) for each activity, proper proof of attendance or completion (see table below), and include the appropriate processing fee.

All requests for approval will be reviewed in detail and notification of approval/disapproval mailed to you within 60 days. If your request is approved, the appropriate number of clock hours will be added to your file. You will also be issued an updated report showing the change. Continuing education documentation **will not** be returned with your report.

All fees are subject to change and are non-refundable. Payment can be made in the form of a check or money order. Checks should be made payable to "CCMC". (Please send payment with all requests below.) A handling fee of \$35 will be assessed for any check returned for non-sufficient funds.

**All clock hours must fall within your current 5-year renewal period.**

## **Post Approval of Continuing Education Activities**

<b>Type of Training</b>	<b>Proof of Attendance or Completion</b>
<b>Participation in workshops, seminars, conferences, in-service training programs, and distance learning courses</b>	Program agenda and certificate of attendance or letter from sponsor stating you have completed the program, dates of completion, and number of clock hours attended.
<b>Attendance at college or university courses</b>	Official transcript or original grade report (photocopies or internet verifications are not acceptable) that documents credits earned and course description. No processing fee is required. Academic credit is converted as follows: one quarter hour of academic credit equals 10 clock hours; one semester hour equals 15 clock hours.
<b>Development of curriculum</b>	List of reference materials used to develop the information, a copy of the course syllabus, and a letter of verification from the chair of the program stating that you developed the curriculum, including the dates of development.
<b>Development of articles, books and chapters in books</b>	List of reference materials used to develop the information and a copy of the information you developed (must be the complete publication) stating published dates. If contributing editor, a letter from the main editor must be included as well, which includes your level of participation in the publication.
<b>Development of presentations and in-service training programs</b>	List of reference materials used to develop the presentation, outline of the presentation, and a copy of the printed program that lists you as the presenter and states the length of presentation. Credit is given on a one-time-only basis for the learning experience, which is the research and development, not for the presentation itself. As a rule, the number of clock hours awarded will be twice the number spent making the presentation (i.e. a two-hour presentation would generally earn four clock hours of credit).
<b>Research / Independent study</b>	List of source materials and a copy of the research findings.

## **Criteria for Appropriate Continuing Education**

To qualify for approval as continuing education, a program must meet the following criteria:

- Continuing education must be above and beyond your normal job duties.
- It must be at least one hour long.
- It must be held in an accessible, barrier-free location so that no individual with a disability would be excluded from taking part. (Reference: Section 504, Rehabilitation Act of 1973 as needed.)
- It must include an evaluation by the participants to assess its effectiveness.
- The purpose of the program must be clearly defined in terms of its objectives or expected outcomes.
- It must be designed to increase the participant's knowledge or skill regarding the practice of case management in one or more of the focus areas listed in this guide.
- The proof of attendance must be in English.
- It must fall within your current 5-year renewal period.

Take note that documentation of continuing education submitted **will not** be returned.

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## OPTION 2: RE-EXAMINATION

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If you prefer to renew your certification through re-examination, you must:

1. Complete the renewal application you will receive four months prior to the valid-through date on your certificate.
2. Send the completed renewal application, survey (if included with your renewal application), and license verification form together with the examination fee and non-refundable certification renewal fee to CCMC by the required deadline as indicated on the renewal application. Failure to meet required deadlines will result in the expiration of your certified status.
3. Achieve a passing score on the exam.
4. Document that the license/certification on which your CCM credential is based is active and in good standing. (See Step 1: Form A on the Certification Renewal Instructions included in your renewal packet.)

If you choose the re-examination option, you **MUST** sit for the next scheduled certification exam. Certification renewal candidates are not allowed to defer taking the exam to a future date since their certification will have expired before they can sit for the examination.

### **Certification Exam Schedule**

You will be notified of the exact date of the examination following receipt of your application and request to renew your certification through re-examination.

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## APPEALS

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CCMC's appeal process is available to any certificant who feels that the Eligibility Compliance and Certification Renewal Committee inaccurately, inconsistently, or unfairly applied the criteria for certification renewal.

The appeals process is designed to provide:

- Complete review of the facts at issue.
- A second, independent evaluation of the material presented to document the certificant's eligibility for certification renewal.
- Due process.
- Fair, consistent application of the criteria for renewal and continuing education.

### **Requesting an Appeal**

At the time a certificant is informed that the continuing education or certification renewal documentation submitted has been denied by the Eligibility Compliance and Certification Renewal Committee, this individual will also receive information about his/her right to appeal as well as the procedures, instructions and time schedules for making such appeals.

A certificant who chooses to exercise this right will have his/her continuing education/certification renewal file presented to the Appeals Committee. None of the members of the Appeals Committee will have taken part in the initial decision-making process to evaluate the continuing education/certification renewal information in the certificant's file, thus ensuring a second, objective review.

If the certificant is dissatisfied with the decision of the Appeals Committee, the case may be directed to the full membership of the commission. However, requests for such appeals must be sent to the commission, in writing, within 30 days of the decision by the Appeals Committee.

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## EXTENSIONS

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CCMC will review extension requests on an individual basis. All requests for extensions must be made in writing before your certification expires and must include a non-refundable \$60.00 administrative fee. Extensions will not be granted to accrue additional hours, but to gather documentation for hours already completed. Extensions will be granted only under extenuating circumstances.

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## RETIREMENT DESIGNATION

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Certified individuals who are retiring from active practice may choose the retirement designation, which changes the CCM certification to an honorary designation. CCM/Retired status enables the individual to stay on CCMC's mailing list to receive updates and newsletters from the field of case management.

If an individual's retirement status changes and he or she wishes to regain use of the CCM certification, he or she would need to re-apply, meet the criteria in effect at the time of re-application, and achieve a passing score on the certification examination. Therefore, if an individual believes that he or she may provide consulting or other services in the future using their CCM certification, he or she should not select the retirement designation, but should continue to maintain the CCM certification.

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## QUESTIONS AND ANSWERS ABOUT CONTINUING EDUCATION

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Based on calls to the commission's business office, some of the more common questions certificants ask about continuing education and certification renewal are as follows:

### ***How often must I renew my certification?***

Once an individual has been granted certification, that individual's certification is valid for five years. The valid-through date is printed on the certificate. Under CCMC's guidelines, a certificant must renew his or her certification every five years following the initial credentialing period.

### ***How do I renew my certification?***

CCMC offers two options for renewing a certification (both options require license verification):

- Documenting 80 clock hours of approved continuing education accumulated during the period of the current certification; or
- Re-taking the certification exam and achieving a passing score.

### ***If I acquire more than 80 clock hours in a five-year period, may I apply the excess to the next renewal cycle?***

No, since continuing education is intended to keep certificants current with emerging trends and technologies, it may only fall within your current 5-year cycle.

### ***What is approved continuing education?***

Any continuing education activity that a certificant wishes to use toward the renewal of his or her certification must involve one of the focus areas described in this guidebook and must be above and beyond your normal job duties.

### ***Is there an advantage to submitting my continuing education on an annual basis?***

Yes. If you submit your continuing education material annually, you will have this documentation protected since CCMC maintains a record of the information. It also helps you keep track of how much approved continuing education you have on file and how many hours are still needed prior to the valid-through date of your current certification.

### ***How will I know if a workshop, seminar, conference, or in-service training session I attend qualifies as pre-approved continuing education?***

Many organizations seek approval of their workshops, seminars, conferences, or in-service training activities from CCMC. Such approval is given in advance and you should simply ask the sponsor if the activity you contemplate attending has received prior approval for continuing education credit from CCMC. When you complete the pre-approved activity, the sponsor will provide you with an attendance verification form that reflects the CCMC approval number.

### ***How do I report pre-approved continuing education activities to CCMC?***

In order to document your attendance, simply submit a photocopy of the completed attendance verification form to the CCMC business office. (If an activity has been pre-approved for CCM credit, you do not have to pay a processing fee or submit an approval request form to have the information added to your continuing education records.) Once the information is received and added to your file, you will receive an updated report showing all of the continuing education credits you have earned to date. Information submitted **will not** be returned with your updated report.

### ***Can I get continuing education credit for activities that aren't pre-approved by CCMC?***

Yes. Any continuing education activity that involves a focus area described in this book can be submitted for approval on a post-attendance basis. The procedure, which is described in detail in the Continuing Education section of this guide, is as follows:

- Complete a copy of the application included in this book.
- Attach proof of attendance or completion (photocopy).
- Submit the required processing fee.

### ***How often should I report my continuing education activities?***

You can report your continuing education activities as you complete them, monthly, or once a year. However, you are required to document the full 80 clock hours at the time you apply for certification renewal (i.e., every five years). CCMC recommends that you report your activities at least once a year to ensure that you have sufficient credit to qualify for certification renewal. Remember, there is no charge for submitting documentation for pre-approved continuing education. When submitting continuing education that has not been pre-approved, you must pay a processing fee of \$10 for each program you wish to apply toward the total continuing education requirement of 80 clock hours. However, if you simultaneously submit documentation for four or more programs that were completed in the same calendar year, the processing fee will be limited to a flat \$35.

### ***How do organizations get pre-approval for their continuing education activities?***

Any organization that wishes to have its continuing education activities pre-approved by CCMC should request an application form from the business office. The form includes information on the criteria that must be met for the program to qualify.

### ***How do I pay for CCMC's documentation of my continuing education that was not pre-approved?***

You may pay as follows:

- You may submit the documentation for each program or activity separately, together with a \$10 fee for each.
- If you attend four or more programs in a single calendar year (January 1 through December 31), you may submit the documentation for all of them at the same time and pay a flat fee of \$35. To do this, you must send in your proof of attendance, all required documentation, and the completed application for each program at the same time you send in your fee.
- If the programs were attended during more than one calendar year, you must pay a fee of \$35 for EACH year.

### ***If I submit my original certificates of attendance, will I get them back?***

Continuing education documentation **will not** be returned with your updated report. Therefore, CCMC strongly suggests that you make copies of everything you send for your own records. Copies of certificates of attendance are acceptable as long as they are legible. Copies of transcripts and/or grade report are NOT acceptable.

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**FEES – All fees are non-refundable.**

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**Renewal through Continuing Education**

This fee must be submitted in full with your application for certification renewal. **\$150**

**Renewal through Re-Examination**

This fee includes both a certification renewal and an examination charge. It must be submitted with the certification renewal application and re-examination request. **\$310**

**Continuing Education**

Fees are assessed for the post-approval of continuing education.

- Single program post-approval request **\$ 10**
- Four or more requests, submitted simultaneously, for post-approval of programs completed in the same calendar year **\$ 35**

**Related Fees**

- Administrative Fee (Please call office for approval) **\$ 60**
- Renewal Guide Replacement **\$ 5**
- Code of Professional Conduct Replacement **\$ 5**
- Written Verification of Certification **\$ 15**
- Replacement Certificate (Except at renewal time) **\$ 25**

To avoid delay in processing, paperwork being returned with payment must be sent to:

Commission for Case Manager Certification  
Department 4425  
Carol Stream, IL 60122-4425  
(847) 944-1330

The address above is a post office box, and applicable when sending paperwork with payment via U.S. Mail. If sending paperwork with payment via overnight carrier, please visit the website or call the commission office for the correct address.

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300 N. Martingale Road, Suite 460  
Schaumburg, IL 60173  
(847) 944-1330

# APPLICATION FOR POST-APPROVAL OF CONTINUING EDUCATION

(If the activity you completed did not have prior approval from CCMC, you must complete a **SEPARATE** form for each continuing education activity for which you seek credit. To submit future requests, make copies of this form **BEFORE** completing it.)

_____			_____
			Certificate Number
_____	_____	_____	_____
Last Name	First Name	Middle Name	Daytime Number (with area code)
_____			_____
Street Address	City and State	Zip Code	Facsimile Number (with area code)
_____			_____
Program Title			Program Location (city and state)
_____			_____
Sponsoring Organization			Program Dates
_____			_____
Program Instructors			Clock Hours Requested
_____			_____

*Check the title that most accurately describes the activity that you completed.*

- |   |   |
|---|---|
| <input type="checkbox"/> 1-Multi-day Conference | <input type="checkbox"/> 3-Home Study/Internet          |
| <input type="checkbox"/> 2-Seminar/Workshop     | <input type="checkbox"/> 4-College or University Course |

*Complete this section.*

- Indicate the primary focus area that describes the content of your continuing education activity by checking the appropriate box below.

<input type="checkbox"/> 01-Case Management Concepts	<input type="checkbox"/> 04-Healthcare Management & Delivery
<input type="checkbox"/> 02-Case Management Principles & Strategies	<input type="checkbox"/> 05-Healthcare Reimbursement
<input type="checkbox"/> 03-Psychosocial and Support Systems	<input type="checkbox"/> 06-Vocational Concepts & Strategies
- Describe how your continuing education activity relates to the domain focus area you checked. Use a separate piece of paper if necessary.
- Attach all required documentation and the non-refundable processing fee.

The fee for one request is \$10. A fee of \$35 is charged if you have attended four or more programs in one calendar year (January 1 through December 31). Payment may be made to CCMC by check or money order.

**All fees are non-refundable.**

- Enclosed is the \$10 fee.     Enclosed is the \$35 fee.     \$ \_\_\_\_\_ is enclosed.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

