CCM®

PACE™

Pre-Approved
Continuing Education

CCMC®

Commission for Case Manager Certification

ACCREDITED BY THE NATIONAL COMMISSION FOR CERTIFYING AGENCIES

CONTENTS

Introduction

The Commission for Case Manager Certification (the Commission) is committed to developing and maintaining exemplary standards of practice for professionals who practice case management. The Commission strives to elevate the quality of services provided to consumers so each and every professional takes pride in his or her chosen field, and so each and every consumer receives services that enhance his or her vocational opportunities.

The Commission believes that CCM® board certified case managers should continue to expand their skills in order to enhance the quality of the services they provide. The Commission's certification renewal requirements are designed to encourage CCM board-certified case managers to continue their professional education through the attainment of continuing education (CE) in order to help them serve their clients more effectively. Continuing education should enhance the knowledge of CCM board-certified case managers above and beyond that which is required for initial certification.

While certified individuals have the option to achieve certification renewal through passing the examination, continuing education is much more frequently used as a method of certification renewal. Those who choose to renew through continuing education are required to achieve eighty (80) clock hours within the five-year period of certification.

In order to maintain a high quality of continuing education opportunities, the Commission has a pre-approval process for continuing education programs. Organizations that provide continuing education are encouraged to seek pre-approval of their programs, which signifies to all CCM board-certified case managers that the programs are appropriate to use toward meeting the requirements of their certification renewal.

This guide is designed to describe the requirements and procedures involved for those organizations that wish to seek pre-approval of their programs.

Continuing education providers may not promote any activity as pre-approved by the Commission, or use the CE approval statement, until the activity has been formally approved and assigned an approval number.

Application Categories

The Commission provides two types of applications for continuing education approval for organizations: Standard and In-Service.

Standard

All continuing education providers can apply using the standard application.

1. Providers submitting standard applications will submit one application for each activity.

2. Providers pay one fee per application.

3. Approval, once granted, is for one year, beginning on the approval date of the application.

4. Activities, once approved, may be offered an unlimited amount of times within the specified approval period.
5. No retroactive approvals are granted for any program at any time.

In-Service

The In-Service application category was designed particularly for employers providing in-service continuing education to their employees at no charge. (Example: a hospital providing employees with a regularly scheduled seminar series, at no charge to employees.)

1. In-Service applicants must submit one activity per application.

2. Approval, once granted, is for one year, beginning on the approval date of the application.

3. Activities, once approved, may be offered an unlimited amount of times within the specified approval period.

4. No retroactive approvals are granted for any program at any time.

5. In-service activities may be considered a benefit and/or requirement of employment.

Approval Requirements

Regardless of the category under which an organization applies, the following requirements must be met.

1. The minimum CE amount that can be submitted for approval is .5 CE, or thirty (30) minutes in duration. We only accept quarter increments i.e. .5, .75, 1.00, 1.25 CEs etc. The requested CE amount should strictly consist of instruction time and does NOT include introductions, coffee breaks, social hours, meals, etc.

2. The focus of the program must be to improve the participant's knowledge of or skill in the practice of case management.

   a. To be approved, a program must clearly meet one of the domain focus areas for continuing education, as outlined on pages 21-25.
   b. Content presented must be current and at a level that enable case managers to expand their skills to enhance the quality of the services they provide to help them serve their clients more effectively.
   c. Content must be balanced and free from any commercial bias. Commercial Interest Organizations (defined as pharmaceutical/drug and medical device manufacturers) are permitted to submit applications for pre-approval, provided the content is non-biased and free from any promotion.

3. The purpose of the program must be clearly defined in terms of expected learning outcomes. These must describe significant and essential learning that learners will achieve, and can reliably demonstrate at the end of a course or program.

4. The program must include an evaluation component completed by the participants. The extent to which the program met each of the stated learning outcomes must be included on the evaluation.

5. It is the Commission's philosophical belief that all programs must be held in accessible, barrier-free locations so that no one with a disability is excluded from participation. The Commission strongly encourages all programs to comply with relevant federal, state/provincial, and local laws related to serving individuals with disabilities.

Ethics Application

In order to earn CEs in the ethics focus area, the content of the program must show evidence that the **CCMC Code of Professional Conduct** is referenced and properly cited within the presentation. Examples of such evidence include, 1) reference to the CCMC Code of Professional Conduct within the promotional or marketing materials, or 2) written explanation from the presenter that states the way and extent to which the CCMC Code of Professional Conduct will be addressed within the presentation.

PLEASE NOTE: If you would like to receive Ethics CE pre-approval and it is part of a larger course, then you must submit <u>two (2) separate applications</u> - one for the Ethics CE and one for the remaining CEs of the course.

Certificate of Completion should include CCMC Ethics approval statement:

This program has been pre-approved by The Commission for Case Manager Certification to provide Ethics continuing education credit to CCM® board certified case managers. The course is approved for ___ CE contact hour(s). Activity code: _____ Approval Number: _____

To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org.

When referencing the CCMC Code of Professional Conduct in your promotional or marketing materials, use statement:

> *CCMC Ethics credit approval is (pending or approved) for this course. The CCMC Code of Professional Conduct will be referenced in this presentation.*

Application Process

Finding the Application

The application can be found on the Commission's website: www.ccmcertification.org.
If you are an <u>existing</u> PACE provider with us, choose "LOG IN" at the top of the page to log in. If you are NEW to our online system, click on the PACE icon on the homepage. Then choose "Login/Create New PACE Account." Then, choose "NEW PACE PROVIDER."
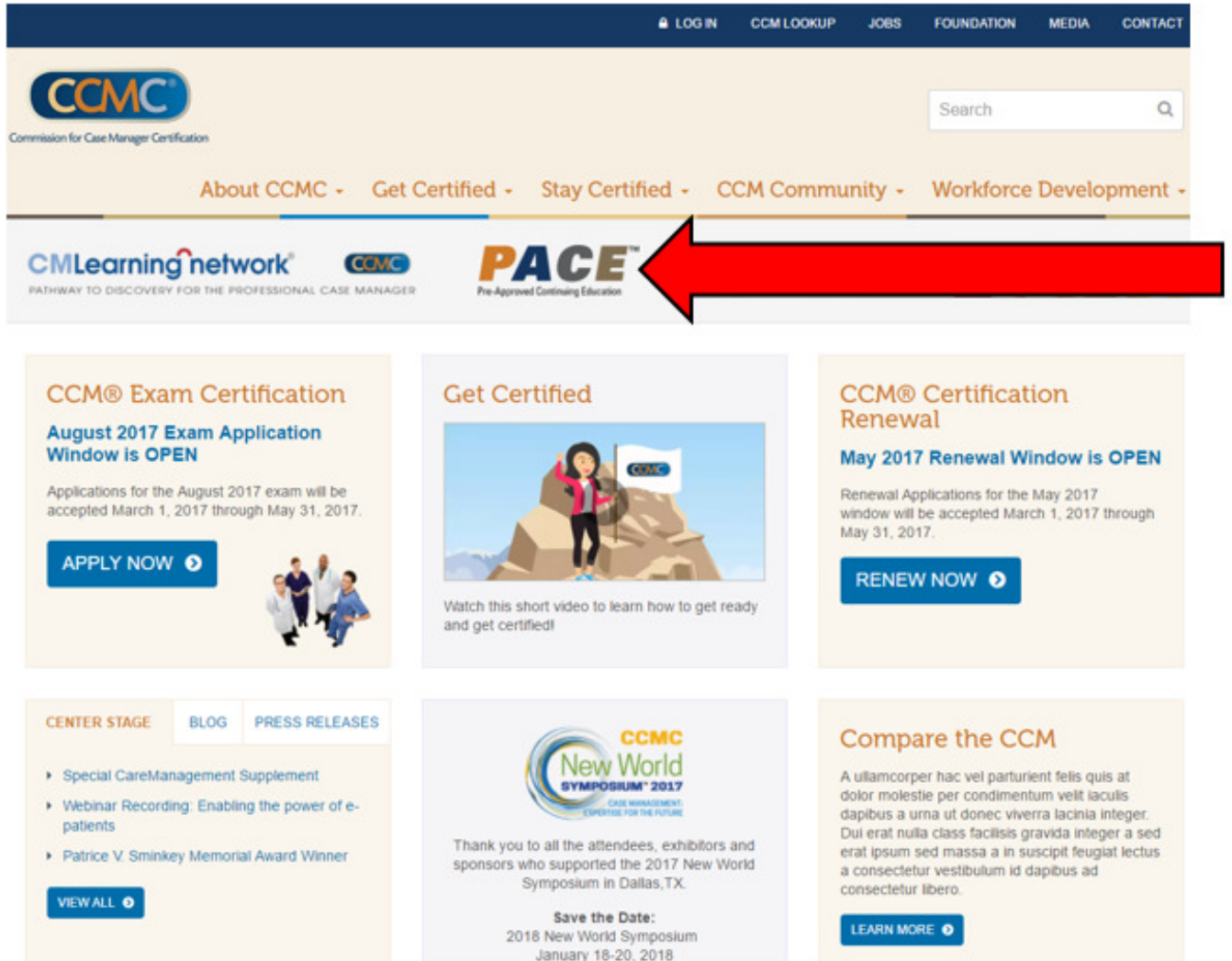
Completing the Application
Once the application is open, you will have the option to either fill out your company profile or log into your account. Please be sure to complete all parts of the online application.

Step 1

New PACE providers, click on the PACE icon located in the middle of the homepage located at www.ccmcertification.org.

If you are an existing PACE provider, just log into your PACE account by clicking on "LOG IN" at the top of the homepage.

Step 2

- Click on button "Login/Create New PACE Account" to get started.

PACE Provider Directory

PACE™
Pre-Approved Continuing Education

Search Or Attend A Course

The continuing education provider list below is provided by CCMC® as a service to CCM®s, and is not meant as an endorsement of the programs or services the organization provides. Learn more about becoming a Featured PACE Provider.

* The featured providers listed here have paid a fee.

Please check with the provider to confirm dates of all courses in these listings.

When searching for a course in the PACE directory, please be sure to contact the provider to confirm that the course is still being offered.

All courses offered by the providers listed below may not be pre-approved by CCMC®. Please confirm before you take the course.

New & Existing PACE Providers

For more information about our PACE program and to log in/create a new account, please click on the button below.

Login/Create New PACE Account

Step 3

- If you are brand new provider and have not submitted a PACE application yet, choose button "NEW PACE PROVIDER."
- If you are a CCM with us and submitting a PACE application for the first time, choose button "I'M A CCM & A NEW PACE PROVIDER" to login with your CCM dashboard credentials.

Pre-Approved Continuing Education (PACE)

Pick up the PACE! Pre-Approved Continuing Education

Put your courses in front of 42,000+ case managers

CCMC Commission for Case Manager Certification

PACE@CCMCERTIFICATION.ORG OR CALL (856) 380-6836 • WWW.CCMCERTIFICATION.ORG

Welcome to the PACE online application! To retain the valued CCM® credential, board-certified case managers must earn 80 hours in continuing education every five years, or re-take the challenging CCM exam. PACE is a simple, streamlined path for organizations to quickly reach case managers with pre-approved workshops, webinars, and continuing education coursework. Please refer to our PACE Guide for complete information about PACE, including details about the requirements & instructions on submitting a PACE application. You may also review our PACE Brochure here.

[PACE Guide]

For Existing PACE Providers

If you have **already submitted a PACE course** in our system, simply **login to your account above** to submit new applications, manage your course locations, dates and times and check the status of your applications. To renew a course, please select "My PACE Courses." You will only have the option to renew your course(s) if you have previously submitted courses through our online PACE application. You may download our PACE seal of approval on your pre-approved course promotional materials.

[PACE Renewal Guide] [Download PACE Seal Of Approval]

For New PACE Providers

If you are **brand new to the PACE program** & have not submitted a PACE application yet, please select one of the buttons below to get started. CCMs, please choose the second button below to log in with your CCM dashboard credentials.

[NEW PACE PROVIDER]

[I'M A CCM & A NEW PACE PROVIDER]

Step 4

New applicants to the PACE online system will be prompted to fill out their company information. If you are a new submitter for a company, you can choose the magnifying glass to see if your company is already stored in the system. Once you fill out all of the company information, please click "Submit."

New PACE Applicant

First Name*

Last Name*

Company ID

Company (If Not Found Above)

Address Line 1*

Address Line 2

City*

State*

Choose a State or Province

Zip Code*

Email Address*

Work Phone*

SUBMIT   RESET

If you choose " I AM A CCM & A NEW PACE Provider," you will be directed to fill out your employer information and choose "Submit."

CCM and New PACE Applicant

Select Existing Employer

🔍

ℹ️ **Or... Enter your employer if it was not found in the list above**

Employer Name:

Enter Employment Information

Title:

Long Title:

Title Category:
Choose Any Title Category ▼

Function:
Choose Any Function ▼

Start Date:

End Date:

Hours/Week:

Remark:

SUBMIT

Step 5

Please refer to the following screen shots below for each section of the application. Be sure to complete all *required fields.

1. Is this an Ethics Course? Select "Yes" if you are applying for Ethics approval.

   **PLEASE NOTE: If you would like to receive Ethics CE pre-approval and it is part of a larger course, then you must submit two (2) separate applications - one for the Ethics CE and one for the remaining CE for this course. For this application, enter the amount of Ethics CE only.

1. Ethics Course?
2. Course Information
3. Course Offerings & Learning Outcomes
4. Additional Questions
5. Uploads
Review

PLEASE NOTE: If you would like to receive Ethics CE pre-approval and it is part of a larger course, then you must submit two (2) separate applications - one for the Ethics CE and one for the remaining CE for this course. For this application, enter the amount of Ethics CE only.

An Ethics course is defined as including 1) reference to the CCMC Code of Professional Conduct within the promotional or marketing materials or 2) written explanation from the presenter that states the way and extent to which the CCMC Code of Professional Conduct will be addressed within the presentation."

> Is this an Ethics Course?

Select One ▼

SAVE

RESET

Step 6
Be sure to complete all *required fields.

1. Type of Instruction (Multi Day, Seminar/Workshop, Home Study, College/University or Webinar)
2. Course Type (In Person or Online)
3. Application Category (In-Service $35 or Standard $100)
4. CE Credits Requested (We do not accept any CEs under .5 and only accept quarter increments)
5. First Date Offered (Applications submitted 10-19 business days prior to course date are subject to a $125 priority fee)
6. Does the number of credits requested include only educational content? "Yes or No." Please note that credit is not awarded for introductions, breaks, or meals.
7. Program Name
8. Course Description (this could be just a brief decription about the course)
9. Please describe how this activity will improve the professional practice for the attendee.

1. Ethics Course?
2. Course Information
3. Course Offerings & Learning Outcomes
4. Additional Questions
5. Uploads
Review

> Type of Instruction*

Select One ▼

> Course Type*

Select One ▼

> Application Category*

Select One ▼

> CE Credits Requested -- Only Accept Quarter Increments*

> First Date Offered - Applications Submitted 10-19 Business Days Prior to Course Date are Subject to a $125 Priority Fee*

> Word Count - Only Required for Home Study

> Test Questions Count - Only Required for Home Study

> Does the number of credits requested include only educational content?*

Select One ▼

Credit is not given for introductions, breaks, or meals.

> Program Name*

> Course Description

> Please describe how this activity will improve the professional practice for the attendee*

SAVE

RESET

Step 7

Be sure to complete all *required fields.

1. Under "Manage Offerings," please choose the "CLICK HERE-MANAGE OFFERING" button.

1. Ethics Course?

2. Course Information

3. Course Offerings & Learning Outcomes

4. Additional Questions

5. Uploads

Review

Manage Offerings *

Please fill out required course information by clicking the link below before saving this page. Then, choose "add a new course offering".

- CLICK HERE - MANAGE OFFERING

>

Focus*

- Psychosocial Aspects
- Healthcare Reimbursement
- Rehabilitation
- Care Delivery and Reimbursement Methods
- Healthcare Management and Delivery
- Psychosocial Concepts and Support Systems
- Quality and Outcomes Evaluation and Measurements
- Principles of Practice
- Rehabilitation Concepts and Strategies
- Ethical, Legal, and Practice Standards
- Case Management Concepts

> Learning Outcome #1*

> Learning Outcome #2*

> Learning Outcome #3*

> Learning Outcome #4

2. Once you click on "Manage Offering," a new tab will pop up with the course offering information. Click on "add a new course offering."

3. The dates will automatically populate for you. If you have additional information that you would like to add about this course, please enter it here. Then, click "Save."

4. After you have added the information about this course and you have additional offerings in the future, choose "add new offerings" again to list the rest of them. All of this information is going to be displayed on our PACE Directory for standard approval courses (https://ccmcertification.org/pace-provider-directory)

5. Once you add your "MANAGE OFFERING," you can go back to the application in the previous tab and check off the boxes for the Focus Area(s) that your course falls under.

1. Ethics Course?

2. Course Information

3. Course Offerings & Learning Outcomes

4. Additional Questions

5. Uploads

Review

Manage Offerings *

Please fill out required course information by clicking the link below before saving this page. Then, choose "add a new course offering".

- CLICK HERE - MANAGE OFFERING

>
Focus*
☐ Psychosocial Aspects
☐ Healthcare Reimbursement
☐ Rehabilitation
☐ Care Delivery and Reimbursement Methods
☐ Healthcare Management and Delivery
☐ Psychosocial Concepts and Support Systems
☐ Quality and Outcomes Evaluation and Measurements
☐ Principles of Practice
☐ Rehabilitation Concepts and Strategies
☐ Ethical, Legal, and Practice Standards
☐ Case Management Concepts

> Learning Outcome #1*

> Learning Outcome #2*

> Learning Outcome #3*

> Learning Outcome #4

6. Please include at least 3 Learning Outcomes. If you have more than 10 Learning Outcomes, you will be able to include them in the next section of the application under Promotional Materials.

Step 8
Be sure to complete all *required fields

1. Does the Certificate of Completion contain our approval statement? Please choose Yes or No.
2. How does a participant enroll in your program? (example: website, email or phone)
3. To what other organizations have you applied for pre-approval of this program? (Example: RN Board of Nursing, CRCC, CDMS)
4. What is the location of your program if it is a live event?

1. Ethics Course?
2. Course Information
3. Course Offerings & Learning Outcomes
4. Additional Questions
5. Uploads
Review

> Does the Certificate of Completion contain the following approval statement: "This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM board certified case managers."*

Select One ▼

> How does a participant enroll in your program?*

> To what other organizations have you applied for pre-approval of this program?*

> What is the fee to participants for the program?

> What is the location of your program if it is a live event? Please enter N/A for home study and internet programs.*

> What value/benefit do you receive from the PACE program?

> How did you hear about us?

> If you have a promotion code, enter it here:

SAVE

RESET

Step 9
Be sure to complete all *required fields

1. Upload a copy of the Certificate of Completion
2. Upload a copy of the Participant Evaluation Form
3. Upload a copy of the Promotional Material – this should include the detailed outline/agenda of the course.

1. Ethics Course?	> Certificate of Completion* Choose File No file chosen
2. Course Information	> Evaluation Form* Choose File No file chosen
3. Course Offerings & Learning Outcomes	> Promo Material #1* Choose File No file chosen
4. Additional Questions	> Additional Material #1 Choose File No file chosen
5. Uploads	> Additional Material #2 Choose File No file chosen
Review	> Additional Material #3 Choose File No file chosen
	> Additional Material #4 Choose File No file chosen
	> Additional Material #5 Choose File No file chosen
	> Additional Material #6 Choose File No file chosen

SAVE
RESET

Step 10

This is your chance to review your application. Please use the left side navigation bar to go back and correct any section of the application. If you are satisfied with your application, select "Submit and Pay" on the left side navigation bar. The "Submit and Pay" option will only be visible if your application is completed in its entirety.

Documentation /Attachments to be submitted in the "Uploads" section of the Application
You are required to include the following items in your application:

1. *Certificate of Completion* – See page 19 for example. The certificate of completion that you provide to your participants must include:
   a. Participant's name
   b. Name and date of the course
   c. Number of credits awarded
   d. Provider organization name
   e. Title, name and signature of an authorized representative from your organization
   f. The Commission's approval statement with approval number, activity code, and CE amount (see page 19).
   g. Retention statement, which indicates to the participants how long they must keep the certificate in case of audit. The Commission's retention statement policy is that documents must be retained for one year past the participant's CCM board certified case manager's renewal date.

2. *Program Evaluation* – See page 21 for example. This is a copy of the evaluation your participants will be required to complete at the end of the activity in order to receive credit. You may use any evaluation method that is appropriate for your organization or program. <u>Evaluations must include participant assessment of the program's success at meeting stated learning outcomes</u> and the value of the program to the participant's practice of case management.

3. *Program Promotional Materials* – See page 20-21 for example. This shows our reviewers how the information about your program is being communicated to the public and your target audience. Must include:
   a. Name of organization
   b. Title of program
   c. Outline and/or agenda for the program (include a detailed schedule for the activity)
   d. Program goal(s)
   e. Learning outcomes
   f. Target audience
   g. CE information - When creating and submitting your promotional materials you may add, *"This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with _____ clock hour(s).*

Final Step: Payment: We accept Visa, Mastercard, American Express or you may choose to pay by check. Please be aware that we <u>do not review any application until payment is received</u>.

<u>Option 1 - Credit Card</u>

The preferred method of payment is by credit card. The Commission accepts MasterCard, Visa, and American Express. All credit card payments are processed securely. When paying by credit card, be sure to enter your information as requested on the payment portion of the application. You will be able to print your receipts after the payment section in the application.

<u>Option 2 – Check</u>

You also have the option of paying by check. Checks must be made payable to Commission for Case Manager Certification. A service fee of $35 will be assessed for checks returned for insufficient funds or for charges made to closed accounts.

If you choose to pay by check, please print the confirmation page and send it in with the check. Please do not send an application with the check.

Program Review Fees

Review fees are calculated according to the category under which an organization applies and under which they are qualified.

Category or Application Type	Fee*
Standard Approval Category	$100 per Program/Activity
Employers Providing In-Service Education	$35 per Program/Activity
Additional Priority Fee**	$125 per Program/Activity

*All fees are non-refundable.
**An additional priority fee of $125 is charged to all organizations requesting rush processing of their application; this applies to any application submitted <u>10 to 19 business days</u> prior to the event date. Applications submitted less than 10 business days in advance of the activity date will not be accepted. *No retroactive approvals are processed at any time. No exceptions.*

Helpful Hints for Getting It Right

- To avoid paying the priority fee, allow enough time to complete, submit, and remit payment for your application. If you are submitting a check for payment, make sure to submit the application and that the check is received <u>20 business days or more in advance</u> to allow for enough time for payment to be processed once it reaches the Commission's National Office.

- The Commission will communicate with you via the email address you provide on your application. Please be sure to add pace@ccmcertification.org to your safe senders' list to ensure you receive all communication.

Certificate of Completion

As a provider of a continuing education activity that has been pre-approved for credits for board certified case managers, you must provide to each attendee of your event a Certificate of Completion. This documentation allows the participant to submit the credits earned from your organization's activity for renewal of their credential.

The Certificate of Completion must include:

- Approval statement – assigned to the activity which has been approved. This statement is located in the approval letter which you will receive after your program has been reviewed and approved.

  a. The Commission Approval Statement (also provided in your approval letter)
  This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for ____ CE contact hour(s).

  Activity code: _____ Approval Number: _____

  To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org.

- If applying for Ethics CEs, please see the following approval statement that should appear on the certificate:

  a. *This program has been pre-approved by The Commission for Case Manager Certification to provide Ethics continuing education credit to CCM® board certified case managers. The course is approved for ____ CE contact hour(s).*

  Activity code: _____ Approval Number: _____

  **Assigned activity code and approval number should be added to your Certificate of Completion ONLY after you have received your approval letter from the Commission. You may also include the PACE seal of approval.

- Activity descriptors – name of activity, location, and date (if applicable).
- Attendee's name
- Credit amount
- Provider organization name
- Name, title and authorized signature of appropriate person in your organization

Incorrect information distributed to participants will delay the processing of their continuing education credits. The Certificate of Completion is distributed only to those board certified case managers who have successfully completed the activity.

WARNING: The Commission reserves the right to monitor the programs and activities for which it has granted approval and to withdraw its approval from any program or activity that is offered or presented in a manner that is inconsistent with approval requirements.

RECORD RETENTION:

Each organization approved by the Commission to offer continuing education must maintain the following records, for each approved activity, for a period of five (5) years.

- o Course outline (including all dates and locations given, or time period(s) offered online)
- o Resume, CVs or biographical information for all presenters and/or authors
- o Participant list
- o Completed Evaluations
- o Record of certificates issued

Each provider is required to have written policies, available upon request, which outline refund and cancellation policies.

Promotional Materials

Acceptable formats include but are not limited to: email invitations, printed brochures and promotional copy on your organization's website.

All promotional materials must include the following:

- Name of organization

- When, where, and how to register for the program

- When and by what means a certification of completion will be issued to participants

- Provider contact information

- Presenter / Speaker biographical information

- Program Goal(s), includes your target audience

    - o *To educate CCM® board certified case managers …(should capture the basic premise of your activity)*

- Agenda - include times and information

    Example: 7:30 - 8:30 a.m.   Registration and Breakfast
                  8:30 - 9:30 a.m.   Introduction and Overview
                  9:30 - 10:30 a.m.   Speakers Name and Topics Covered

* Please note that CEs are not awarded for introductions, breaks, or meals.

- Learning outcomes listed in terms of what the attendee should be able to do as a result of having completed this activity. Should be listed in objective, observable terms. *Example:*

    At the close of this activity, participants will be able to:

    - o *Recognize the relevance of communication as an essential component of effective case management*

- *Identify the guiding principles of motivational interviewing*

- CE information – When creating and submitting your promotional materials you may add, *"This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with ____ clock hour(s).*

  You may also add the PACE seal of approval, letting the CCMs know it is pending approval from CCMC. You can download it [here](#).

NOTE: The Commission reserves the right to deny or delay processing of your continuing education application if a brochure or other promotional material is not included as part of your application.

Evaluation

Must include the following

- Name of Program

- Personal information (to be completed by attendees)

  Example: "Please enter your personal information below. This information will be used for the purposes of distributing CCM credit to you once you have completed the evaluation."
  - Name
  - Company
  - Address, City, State, Zip
  - E-mail Address
  - Phone Number

- Evaluation of program content must measure:

  1. How well content met the stated learning outcomes. **Each learning outcome listed in your promotional materials must be measured individually.**

  2. Effectiveness of speakers/presenters (if applicable)

  3. Overall effectiveness of program content, including

     - Timeliness & relevance of content

     - Was the information presented free from commercial bias

     - Was technology user-friendly and appropriate to support participant learning (if applicable)

  4. General participant feedback that your organization wishes to capture

NOTE: The Commission reserves the right to deny or delay processing of your application if the evaluation is not included as part of your application.

Guidelines for CE Offered Solely through Written Means

Follow the guidelines listed below for continuing education offered solely through written means (e.g., home study courses, books) where the course/article should meet the minimum number of words/questions in order to obtain the stated number of hours.

Number of Words	Number of Multiple-Choice Questions	Number of Hours Approved
Up to 10,000	10	2
10,000 – 20,000	15	4
20,000 – 30,000	20	6
Every 10,000 thereafter	5 Additional Questions	2 Additional Hours

Note: If the organization requesting approval is dissatisfied with the number of hours awarded, the organization may request a review by an authorized body of the Commission for Case Manager Certification. The burden to prove why additional hours should be awarded remains with the organization requesting approval.

Domain Focus Areas for Continuing Education

The following constitute the domain focus areas that are appropriate for continuing education for case managers. The list below denotes the domain and sub-domain focus areas on the CCM exam. Your organization's continuing education program must fit within one or more of these categories, be current and at a level of knowledge expected of individuals who have already passed the CCM exam.

Care Delivery and Reimbursement Methods

Adherence to care regimen

Alternative care facilities (e.g., assisted living, group homes, residential treatment facilities)

Case management process and tools

Coding methodologies (e.g., Diagnosis-related group [DRG], Diagnostic and Statistical Manual of Mental Disorders [DSM], International Classification of Diseases [ICD], Current Procedural Terminology [CPT])
Continuum of care/continuum of health and human services

Cost containment principles

Factors used to identify client's acuity or severity levels

Financial resources (e.g., waiver programs, special needs trusts, viatical settlements)

Goals and objectives of case management practice

Healthcare delivery systems

Healthcare providers including behavioral health and community vendors

Hospice, palliative, and end of life care

Insurance principles (e.g., health, disability, workers compensation, long term care)

Interdisciplinary care team (ICT)

Levels of care and care settings

Managed care concepts

Management of acute and chronic illness and disability

Management of clients with multiple chronic illnesses

Medication therapy management and reconciliation

Military benefit programs (e.g., TRICARE, VA, CHAMPVA, TRICARE for Life)

Models of care (e.g., patient centered medical home [PCMH], accountable care organization, health home, special needs plan [SNPs], chronic care model)

Negotiation techniques

Physical functioning and behavioral health assessment

Private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individual-purchased insurance, home care benefits, COBRA)

Public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid)

Reimbursement and payment methodologies (e.g., bundled, case rate, prospective payment systems, value-based purchasing)

Roles and functions of case managers in various settings

Roles and functions of other providers in various settings

Transitions of care / transitional care

Utilization management principles and guidelines

Psychosocial Concepts and Support Systems

Abuse and neglect (e.g., emotional, psychological, physical, financial)

Behavioral change theories and stages

Behavioral health concepts (e.g., dual diagnoses; substance use, abuse, and addiction)

Client activation

Client empowerment

Client engagement

Client self-care management (e.g., self advocacy, self-directed care, informed decision making, shared decision making, health education)

Community resources (e.g., elder care services, fraternal/religious organizations, government programs, meal delivery services, pharmacy assistance programs)

Conflict resolution strategies

Crisis intervention strategies

End of life issues (e.g., hospice, palliative care, withdrawal of care, Do Not Resuscitate)

Family dynamics

Health coaching

Health literacy assessment

Interpersonal communication (e.g., group dynamics, relationship building)

Interview techniques

Multicultural, spiritual, and religious factors that may affect the client's health status

Psychological and neuropsychological assessment

Psychosocial aspects of chronic illness and disability

Resources for the uninsured or underinsured

Spirituality as it relates to health behavior

Support programs (e.g., support groups, pastoral counseling, disease-based organizations, bereavement counseling)

Wellness and illness prevention programs, concepts, and strategies

Quality and Outcomes Evaluation and Measurements

Accreditation standards and requirements

Case load calculation

Cost-benefit analysis

Data interpretation and reporting

Health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group [ACG]®)

Program evaluation and research methods

Quality and performance improvement concepts

Quality indicators techniques and applications

Sources of quality indicators (e.g., Centers for Medicare and Medicaid Services [CMS], Utilization Review Accreditation Commission [URAC], National Committee for Quality Assurance [NCQA], National Quality Forum [NQF], Agency for Healthcare Research and Quality [AHRQ])

Types of quality indicators (e.g., clinical, financial, productivity, utilization, quality, client experience)

Rehabilitation Concepts and Strategies

Assistive devices (e.g., prosthetics, text telephone device [TTD], teletypewriter [TTY], telecommunication device for the deaf, orientation and mobility services)

Functional capacity evaluation

Rehabilitation post an injury, including work-related

Rehabilitation post hospitalization or acute health condition

Vocational and rehabilitation service delivery systems

Vocational aspects of chronic illness and disability

Ethical, Legal, and Practice Standards

Affordable Care Act (ACA)

Case recording and documentation

Critical pathways, standards of care, practice guidelines, and treatment guidelines

Ethics related to care delivery (e.g., advocacy, experimental treatments and protocols, end of life, refusal of treatment/services)

Ethics related to professional practice (e.g., code of conduct, veracity)

Health care and disability related legislation (e.g., Americans with Disabilities Act [ADA], Occupational Safety and Health Administration [OSHA] regulations, Health Insurance Portability and Accountability Act [HIPAA])

Legal and regulatory requirements

Meaningful use (e.g., electronic exchanges of summary of care, reporting specific cases to specialized client registries, structured electronic transmission of laboratory test results, use of electronic discharge prescriptions)

Privacy and confidentiality

Risk management

Self-care and well-being as a professional

Standards of practice

WHAT WON'T BE APPROVED
- o Orientation Programs – a specific series of activities designed to familiarize employees with the policies and procedures of an institution
- o Any program that is drug or product-based
- o Vendor fairs/exhibitor booths
- o Any courses designed to prepare individuals to take the CCM exam
- o Incomplete applications
- o Applications received without payment
- o Retroactive courses – we cannot post-approve courses at any point in time. No exceptions.
- o Applications received less than 10 business days (two calendar weeks) before start date

Frequently Asked Questions

Q. How can I get my organization's program approved for CCM board certified case managers?

A. Submit your application with payment at least 20 business days (4 calendar weeks) before you offer your activity.

Q. If my program is approved for CCM board certified case managers, will RNs or social workers be able to get credits for it?

A. The Commission only grants CEs for board certified case managers. To obtain any other professional type of CEs, please contact the appropriate state licensing/certifying board.

Q. What is the criteria required to get my Ethics course pre-approved?

A. The content of the program must show evidence that the **CCMC Code of Professional Conduct** is referenced and properly cited within the presentation. Examples include 1) reference to the CCMC Code of Professional Conduct within the promotional or marketing material, OR 2) written explanation from

the presenter that states the way & extent to which the CCMC Code of Professional Conduct will be addressed within the presentation.

Q. When do I need to submit two applications if applying for Ethics approval?

A. One application is pre-approved for Ethics CEs only. The second application is for the remaining credits offered within the course.

Q. How much does it cost to get my organization's programming pre-approved?

A. See fee schedule on page 18.

Q. What is the difference between a Standard Application and the In-Service Application?

A. Standard is for any program provided for case managers. In-Service is solely for activities being offered to an organization's employees at no charge.

Q. What is the approval period?

A. Programs are approved for 12 months, beginning on the start date of program.

Q. I forgot to submit my organization's program for approval and the activity has already taken place. What can I do?

A. The Commission will not retroactively approve programming for any reason, at any time.

Q. How far in advance of the activity should an application be submitted?

A. Your application must be submitted at least 20 business days (4 calendar weeks) in advance of the activity date. Applications submitted between 10-19 business days must include the additional priority fee of $125.

Q. How long is the turnaround time for receiving a decision on my application?

A. Because of the large volume of applications we receive, it can take up to 30 calendar days after submission and receipt of payment to make a decision on an application. If a priority fee is paid, the Commission will expedite the review of your program.

Q. How do I get the approval once my program is reviewed?

A. The final decision letter (approval or rejection) will be emailed to the contact person listed on your application. If approved, this letter will contain your approval number and the CCM approval statement (both of which must be included on any promotional materials and the certificate of completion provided to participants.) Please be sure to add pace@ccmcertification.org to your safe senders list.

Q. How much is the total for my program approval if I need to pay the priority fee?

A. Please see the fee schedule on page 18.

Q. What if our company does not have a brochure for the program we would like to have approved?

A. If you do not have a brochure, you will need to create one. Your promotional materials can be an e-mail reminder to employees, promotional copy on your website, a formal, printed brochure, etc. There are further details regarding requirements for promotional materials at the end of this guide.

Q. I have not received my approval yet. When will I receive it?

A. If you have not heard from The Commission via email within 30 business days of your application submission, please email pace@ccmcertification.org or call customer service at 856-380-6836 to check on the status of your application.

Questions about the PACE Program?

For inquiries about the PACE program or a specific application, please contact:

The Commission for Case Manager Certification

Email   pace@ccmcertification.org
Phone   856-380-6836