



# Case Manager Certification

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# Agenda/Discussion Topics

- **Overview and History of the Case Manager Credential Development**
- **Credential Standards**
- **Credential Structure and Application Pathways**
- **Fee Structure**
- **Application and Award Processes**
- **Pending Issues – TBD ASAP**

# Overview & History

# 2016 Legislation - SB12

- The 2016 Florida Legislature passed a bill requiring “each case manager or person directly supervising a case manager who provides Medicaid-funded targeted case management services shall hold a valid certification from a department-approved credentialing entity as defined in s. 397.311(9), F.S. by July 1, 2017, and, thereafter, within 6 months of hire. s. 394.4573(2)(e), F.S.”

# DCF-Approved Credentialing Entity

- The Florida Certification Board (FCB) is a department-approved credentialing entity as defined in s. 397.311(9), F.S.
- The FCB is a private, non-profit professional credentialing organization, established in 1983.
  - Maintains an active certified population in excess of 20,000 persons in the areas of human services, child welfare and health.
  - Administers certification examinations in multiple states.
  - Member of the International Certification and Reciprocity Consortium (IC&RC), allowing for reciprocity between 43 states, 17 countries, and the armed forces.

# Variation in Certification Processes

## AHCA

- Meet degree requirements
- Meet training requirements
- Meet work experience requirements
- One time certification, no renewal
- Supervisor documentation provided to AHCA; case manager documentation maintained by employer

## Third Party Entity (FCB)

- Make a formal application
- Meet a set of defined professional standards for
  - degree requirements
  - training requirements
  - work experience requirements
- Pass a validated, competency-based certification examination
- Agree to follow a code ethical and professional standards
- Participate in a defined number of annual continuing education hours
- Renew credential on set schedule

# Credential Development

- **November 2016 - FCB created a case management workgroup to begin credential development**
  - established the core competencies for a case manager
  - 5 Performance Domains, 26 Job Tasks
  - also established the credential structures, standards & application pathways
- **Next Phase: Core Competencies will be validated by persons providing mental health targeted case management services**
  - Survey data generates the exam blueprint.
  - The exam will be developed in Summer/Fall of 2017 with anticipated implementation date of April 2018.

# Overview

- Certified Case Manager for two target audiences:
  - Current case managers and their supervisors who meet AHCA certification standards *prior* to the requirement to “hold a valid certification from a department approved credentialing entity by July 1, 2017” and
  - New staff who must be certified within 6 months of hire.



# Implementation Strategy

- FCB will operate a “grandparenting” period from May 11, 2017 through March 31, 2018.
- Individuals seeking certification during the grandparenting period do not have to take an exam.
  - Individuals who are already AHCA certified must TRANSFER the credential to the FCB by July 1, 2017. There are no additional training, experience or testing requirements.
  - Individuals who are “in process” for AHCA or are new hires applying BEFORE March 31, 2018 must meet FCB established education, training and experience requirements, but NO TEST.
- Applicants seeking certification under the grandparenting period MUST apply before March 31, 2018 and must complete all requirements and hold the credential by July 31, 2018.

# Implementation Strategy

- **AFTER** the grandparenting period has closed, applicants will be required to take the exam as part of the certification process.
- **THIS WEBINAR FOCUSSES ON THE GRANDPARENTING PERIOD ONLY.**

# Target Audience Needs

- Option for persons who are currently AHCA credentialed who work for an accredited employer.
- Option for persons who are currently AHCA credentialed who work for a non-accredited employer.
- Option for certification of new hires who work for an accredited employer.
- Option for certification of new hires who work for an non-accredited employer.

# Target Audience Needs

## Accredited Employers

- Hold Joint Commission, CARF, COA or NCQA accreditation.
- Meet many staffing and training requirements as part of accreditation.
- FCB allows employers to “attest” to verification of some components vs. the applicant providing source documentation.
- Can offer provisional certification for new case manager staff.

## Non-Accredited Employers

- Do not hold FCB-recognized accreditation.
- Applicants must provide original, source documentation for each certification requirement.
- Can NOT offer provisional certification for new case manager staff.

# Credential Standards

## Certification Standards - Case Manager

- **Bachelor's degree from an accredited college or university – No field specified**
- **1 year work experience providing at least 12-months of related case management service to EITHER the adult or child population.**
- **Completion of AHCA-approved targeted case management training within three months of hire.**

# Certification Standards - Case Manager Supervisor

## OPTION A

- A **related Master's degree** from an accredited university or college
- **2 years** work experience providing related case management service to **EITHER** the adult or child population.
- Completion of AHCA-approved targeted case management training within three months of hire.

## OPTION B

- A **non-related Master's or any Bachelor's degree** from an accredited university or college
- **4 years** of related case management experience to **EITHER** the adult or child population.
- Completion of AHCA-approved targeted case management training within three months of hire.

# Credential Structure and Application Pathways



# Credential Structure

- Two credentials with up to two endorsements.
  - Certified Case Manager (CCM)
  - Certified Case Manager – Supervisor (CCM-S)
  - Endorsements = Adult and/or Child
- Can not hold a primary without at least one endorsement.

# Credential Structure

## Supervisor

- **CCM-SA** = Certified Targeted Case Manager **Supervisor** – **Adult** Population
- **CCM-SC** = Certified Targeted Case Manager **Supervisor** – **Child** Population
- **CCM-SAC** = Certified Targeted Case Manager **Supervisor** – **Adult & Child** Population

## Case Manager

- **CCM-A** = Certified Targeted Case Manager – **Adult** Population
- **CCM-C** = Certified Targeted Case Manager – **Child** Population
- **CCM-AC** = Certified Targeted Case Manager – **Adult & Child** Population

# Credential Structure

- Can add an endorsement (without additional testing or training requirements) when:
  - CCM or CCM-S credential is held
  - The endorsement specific work experience is complete

# Certification Application Options

## Standard Application

Any Applicant/Any Employer

- Must meet all education, training and experience requirements at time of application.
- Must provide verifiable source documentation to demonstrate each requirement was met.

## Provisional Application

Applicants working for Accredited Employer

- Must meet education and training requirements within 3 months of hire and apply for and hold provisional certification within 6 months of hire.
- Provisional certification is valid for a 12 month period.
- Must complete on-the-job experience requirements over next 12 months.
- Must apply for an “upgrade” before expiration.

## Application Type: **Standard Application**

- For applicants who have met all certification requirements **PRIOR** to application. Documentation of all requirements are submitted together, verified by FCB and the credential is issued, with all its rights and privileges.
  - Applicants currently employed by agencies holding nationally recognized accreditation will be able to complete a truncated process that allows employers to “attest” to completion of requirements vs. original source documentation.
  - Applicants NOT currently employed by agencies holding nationally recognized accreditation will be required to submit verifiable documentation for each requirement.

## Application Type: **Provisional Application**

- For applicants who need additional on-the-job experience in order to meet certification requirements.
  - Documentation of all education and training requirements are submitted and, upon FCB approval, holds a provisional credential for up to one year.
  - During the provisional period, applicants are expected to seek out and respond to intensive supervision and complete on-the-job requirements necessary for full certification BEFORE the provisional credential expires.
  - Individual applies for a certification upgrade, submits experience documentation and is issued the full credential.

# Application Pathways: Provisional

- New hires are eligible to apply for a provisional credential under the grandparenting standards during the grandparenting phase only. Additional fees will apply.
- Applicants currently employed by agencies holding nationally recognized accreditation will be eligible to earn and hold provisional certification.
- Applicants NOT currently employed by agencies holding nationally recognized accreditation **ARE NOT ELIGIBLE** for provisional certification pathway during the grandparenting or full standards application periods.
- Supervisors are not eligible for provisional certification. Supervisors **MUST** have met on-the-job experience requirements with the target population **BEFORE** supervising others.

# Fee Structure



# Fee Structure: Grandparenting Period

May 11, 2017 - March 31, 2018

## Provisional Pathway

- Provisional Application Fee: \$100
- Upgrade Application Fee: \$25
- Biennial Renewal Fee: \$150

## Traditional Pathway

- Application Fee: \$50
- Biennial Renewal Fee: \$150

# Fee Structure: After Grandparenting Period

Effective April 1, 2018

## Provisional Pathway

- Provisional Application Fee: \$100
- Test Fee: \$100
- Upgrade Application Fee: \$25
- Biennial Renewal Fee: \$150

## Traditional Pathway

- Application Fee: \$100
- Test Fee: \$100
- Biennial Renewal Fee: \$150

# Payment Methods

- **Employer Pay:** FCB accepts bulk payments from employers in the form of CHECK only. Contact Amy Farrington at [afarrington@flcertificationboard.org](mailto:afarrington@flcertificationboard.org) for employer-pay information.
- **Individual's pay fees online,** with a credit card for no additional fee.

# Application and Award Process (Grandparenting Period)

# Online Application and Testing

- FCB maintains an online certification application, award and renewal database.
- Hard copy applications are received for persons meeting ADA requirements who are unable to access or use computers.
- 2 online steps for application:
  - Individual account
  - Online application

# Apply Online: Create an Account/Profile

<http://flcertificationboard.org/>

From the FCB homepage, click on **My Account** to get started.

Certification-related documents can be found under the **Certification** tab.

The screenshot shows the Florida Certification Board (FCB) homepage. The navigation menu at the top includes: ABOUT US, CERTIFICATION (circled in orange), EXAMS, REPRODUCTION, RESOURCES, ETHICS, FAQs, NEWS, and CONTACT US. The 'MY ACCOUNT' link, which includes a lock icon, is circled in red. A red arrow points from the 'My Account' link to the text 'From the FCB homepage, click on My Account to get started.' Below the navigation menu is a large banner with the text 'WHAT DOES IT MEAN TO BE CERTIFIED?' and a sub-headline 'Certification assures the public, employers and payers that professionals have met established standards of competency.' Below this is a 'FIND OUT MORE' button. To the right of the banner is a photograph of a woman and a man sitting on a couch, talking. Below the banner are two buttons: 'VERIFY CERTIFIED PROFESSIONALS' and 'FILE AN ETHICS COMPLAINT', each with a 'MORE INFO »' link. At the bottom of the page, there is contact information: '1715 S. Gadsden Street, Tallahassee, FL 32301', 'PH: (850) 222-6314 | FAX: (850) 222-6247', and a copyright notice: '© Copyright 2000 – 2017 Florida Certification Board. All Rights Reserved | Privacy Policy | Refund Policy'.

# Customer Portal

Click on **Create a New Account** and follow the screens.

The screenshot shows the FCB Customer Portal login page. The page features the FCB logo at the top left and a navigation menu on the left side. The main content area is divided into two columns. The left column contains a welcome message and a list of services. The right column contains a login form and a 'DON'T HAVE AN ACCOUNT?' section. A red arrow points from the text 'Click on Create a New Account' to the 'Create New Account' button in the 'DON'T HAVE AN ACCOUNT?' section.

**Menu**

- Log In
- Forgot Your Password?
- New Individual Account

**Portal** Not Logged In

**Welcome to the FCB Customer Portal**

This Customer Portal for Florida Certification Board (FCB) and New York Certification Association (NYCA) is an online system that has enhanced self-service features to make it easier and faster for you to apply for and manage your credentials. This is your place to:

- Create a personal profile that can be updated as necessary
- Apply for certification and instantly upload documents that are required as a part of the application process
- Track your application progress
- View and manage your existing certifications for renewal
- Pay online

**For Users of the FCB's Former Customer Portal**

If you had an account in the former system (from February 2014 to May 2016), you only need the email address associated with that account to login to the new Customer Portal. Enter your email address and click on "Forgot Password." Follow the prompts. If your email address is the one that was last associated with your account, you will receive an email that contains a link to reset your password for the account. For

**Login**

[Forgot Password?](#)

**DON'T HAVE AN ACCOUNT?**

If you're not certified with us or you don't have an account, it's easy to create one.

**NEED HELP LOGGING IN?**

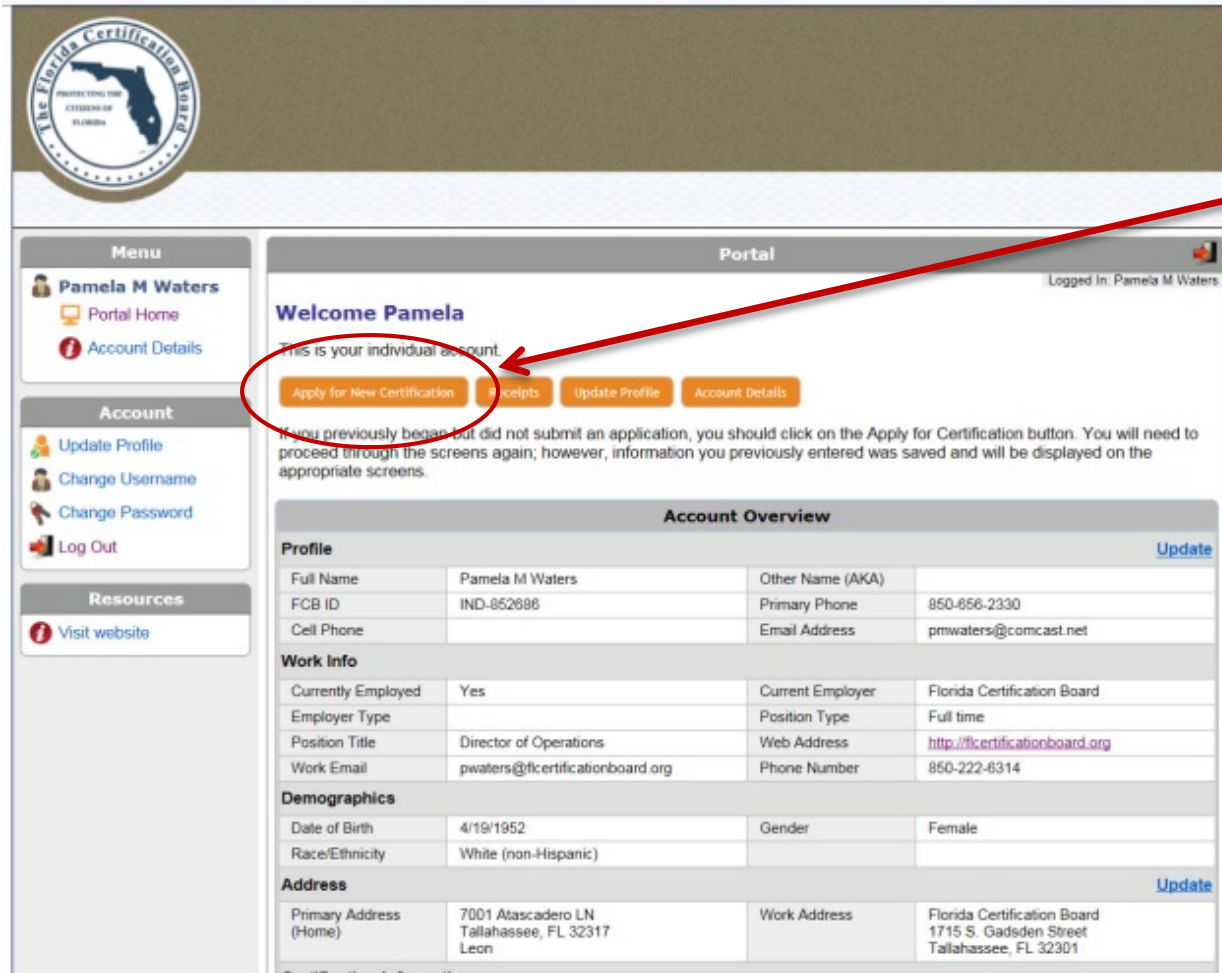
If you can't remember your access information, please contact FCB at 850-222-6314, or [contact us](#) online

# Individual Account

- Takes less than 10 minutes to create.
- **MUST** be created by the individual, as it asks for:
  - Personal contact information
  - Current employer information
  - Personal attestations to criminal history, professional history and agreement to follow and participate in the FCB Code of Ethical and Professional Conduct and Disciplinary Procedures



# Apply Online: Complete Application



The screenshot shows the Florida Certification Board's online portal. The user is logged in as Pamela M Waters. The main content area displays a welcome message and a row of buttons: "Apply for New Certification", "Receipts", "Update Profile", and "Account Details". The "Apply for New Certification" button is circled in red, and a red arrow points to it from the text on the right. Below the buttons, there is a message about previously begun applications. The "Account Overview" section contains several tables with user information.

**Account Overview**

Profile			
Full Name	Pamela M Waters	Other Name (AKA)	
FCB ID	IND-852688	Primary Phone	850-856-2330
Cell Phone		Email Address	pmwaters@comcast.net

**Work Info**

Currently Employed	Yes	Current Employer	Florida Certification Board
Employer Type		Position Type	Full time
Position Title	Director of Operations	Web Address	<a href="http://flcertificationboard.org">http://flcertificationboard.org</a>
Work Email	pwaters@flcertificationboard.org	Phone Number	850-222-6314

**Demographics**

Date of Birth	4/19/1952	Gender	Female
Race/Ethnicity	White (non-Hispanic)		

**Address**

Primary Address (Home)	7001 Atascadero LN Tallahassee, FL 32317 Leon	Work Address	Florida Certification Board 1715 S. Gadsden Street Tallahassee, FL 32301
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Click on **Apply for Certification** button and select CCM or CCM-S credential.

Follow the application screens.

# Online Application

- Should take less than 10 to 15 minutes to create.
- **MUST** be created by the individual, as it asks for:
  - Current credentialing information
  - Formal Education Background
  - Training Background
  - Work Experience Background
  - Assurance and Release
  - Electronic Application Signature
- Available May 11, 2017

# Online Application

- If NOT employer pay, can make credit card payment online.
- If employer pay, does not require payment at time of application.
- All applications require supporting documentation.

# Online Application

- Accredited employers submit a single attestation for each applicant.
- Applicants of non-accredited employers must submit:
  - Official transcript
  - Copy of completion of AHCA-approved training
  - Work experience verification (submitted to the FCB by the employer on behalf of the applicant)

# Online Application

- The credential is issued online.
- When the application is approved, it is put in 'certified' status and is viewable through the public access portal.
- Certified professionals can print an e-wallet card at any time to provide proof of valid certification.
- All credentials issued during the grandparenting period will renew on March 31, 2019 for the first time, regardless of award date.

# Online System

- Individuals can access their account and application to track progress in real time.
- Once certified, employers can verify a credential by accessing the FCB public verification portal from our website.
- **IN PROCESS** applicants are not shown in a public search – only certified or formerly certified individual show.

# Online System - Employer Reports

- It's a data system. Clean data in, clean data out. Dirty data in, dirty data out.
- **IF YOU WANT FCB TO BE ABLE TO RUN A REPORT OF YOUR STAFF, you MUST establish a standard protocol/employer name for your staff to enter into their personal account under the “employer” tab.**

# Recertification/Renewal Standards

- Certified individuals maintain certification through earning a minimum number of Continuing Education Units (CEUs) each year.
- FCB audits a random sample of the certified population during each annual renewal period.
- Individuals who do not renew become inactive and have up to three (3) years to reinstate certification.



# Professional and Ethical Standards

- All certified individuals must adhere to the FCB Code of Ethics.
- FCB formally investigates all allegations of ethical misconduct and conducts a full hearing when allegations are founded.
- Sanctions range from financial penalties, to suspension, to decertification.
- Employers can monitor a certified individual's status (in real time) from the FCB webpage.

**Pending Issues ... TBD ASAP**

# Pending issues

- What does “certified by July 1, 2017” mean?
- Can we continue to bill for the period prior to certification?
- Who issues the Medicaid number for billing?
- How do you know if an employer is accredited?
- How do I make bulk employer payments?

# Questions?

**Amy Farrington**

Director of Certification Florida

Certification Board

[afarrington@flcertificationboard.org](mailto:afarrington@flcertificationboard.org)

850-222-6314