Case Manager Certification

Amy Farrington
Director of Certification
May 4, 2017

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 FOUCUSES 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 are 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 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

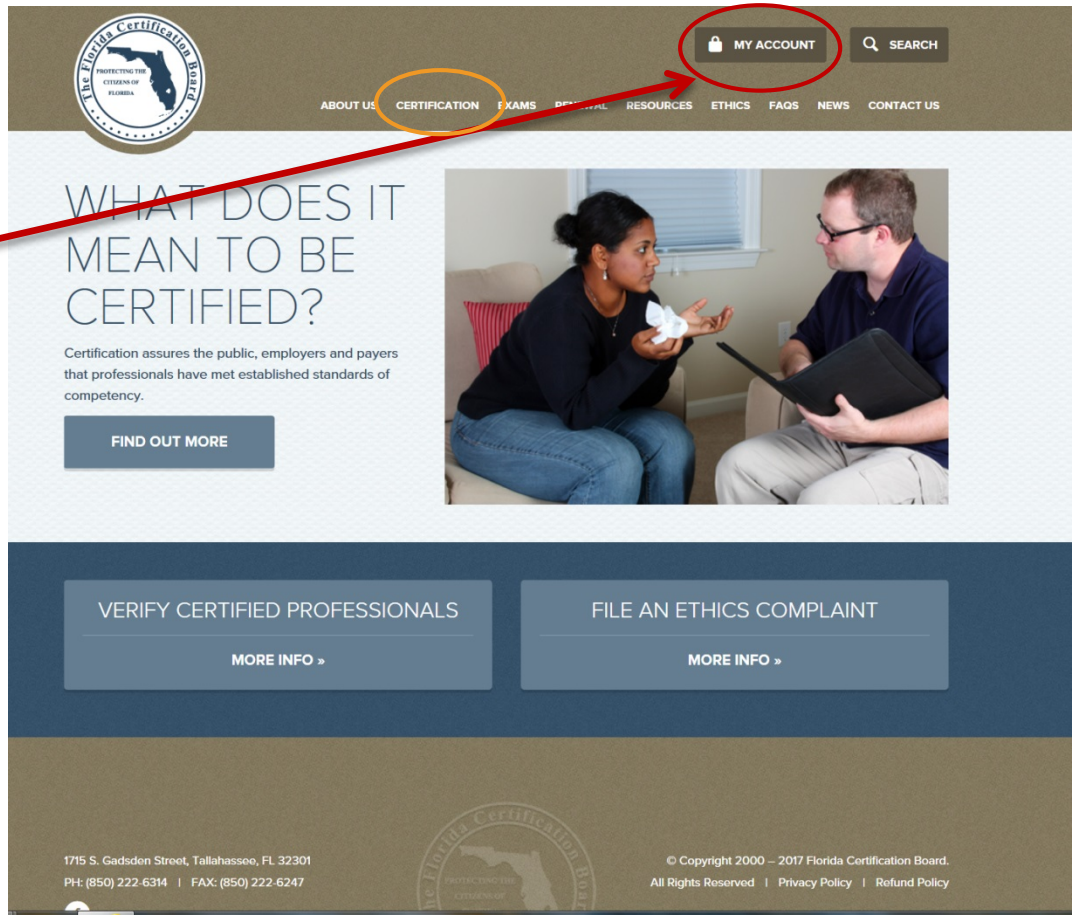
- FCB maintains an online certification application, award and renewal database.
- Hard copy applications are received for persons meeting ADA requirements who are unable to access or use computers.
- 2 online steps for application:
  - Individual account
  - Online application

Apply Online: Create an Account/Profile

http://flcertificationboard.org/

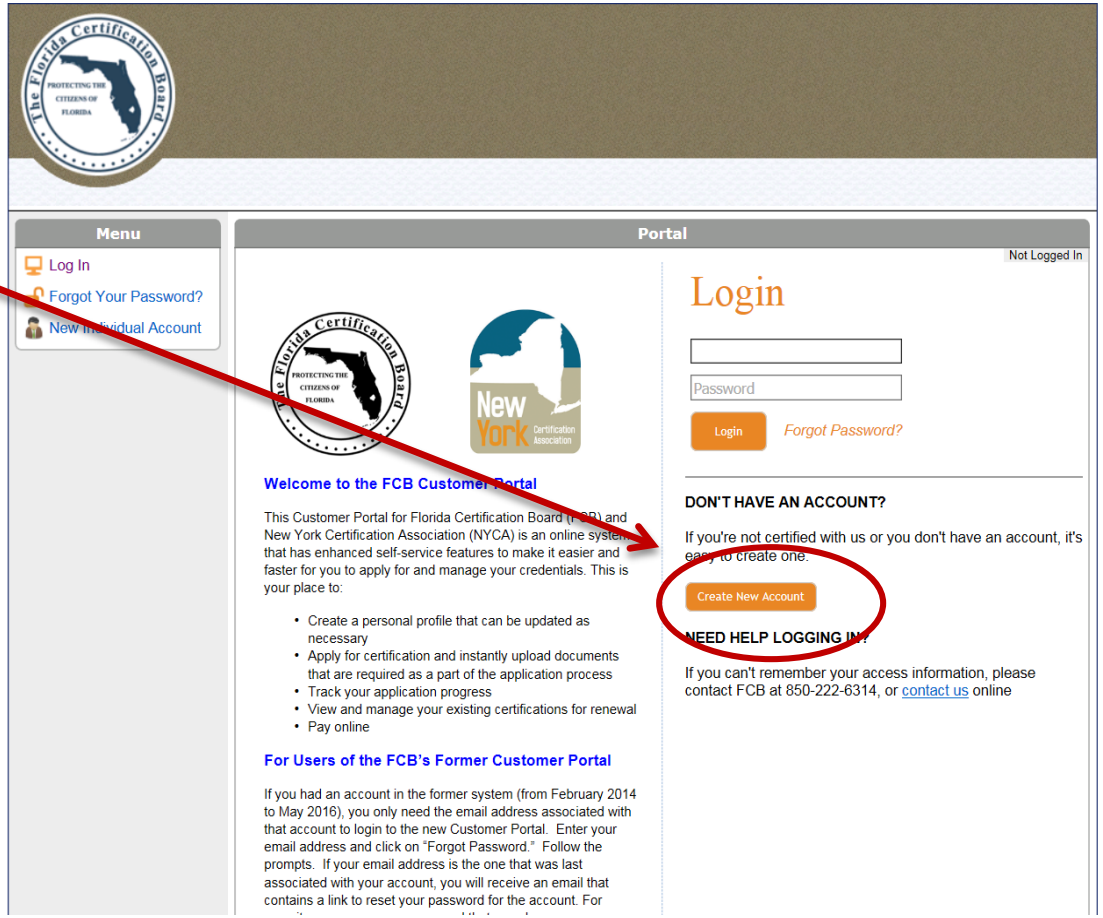
From the FCB homepage, click on **My Account** to get started.

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



Customer Portal

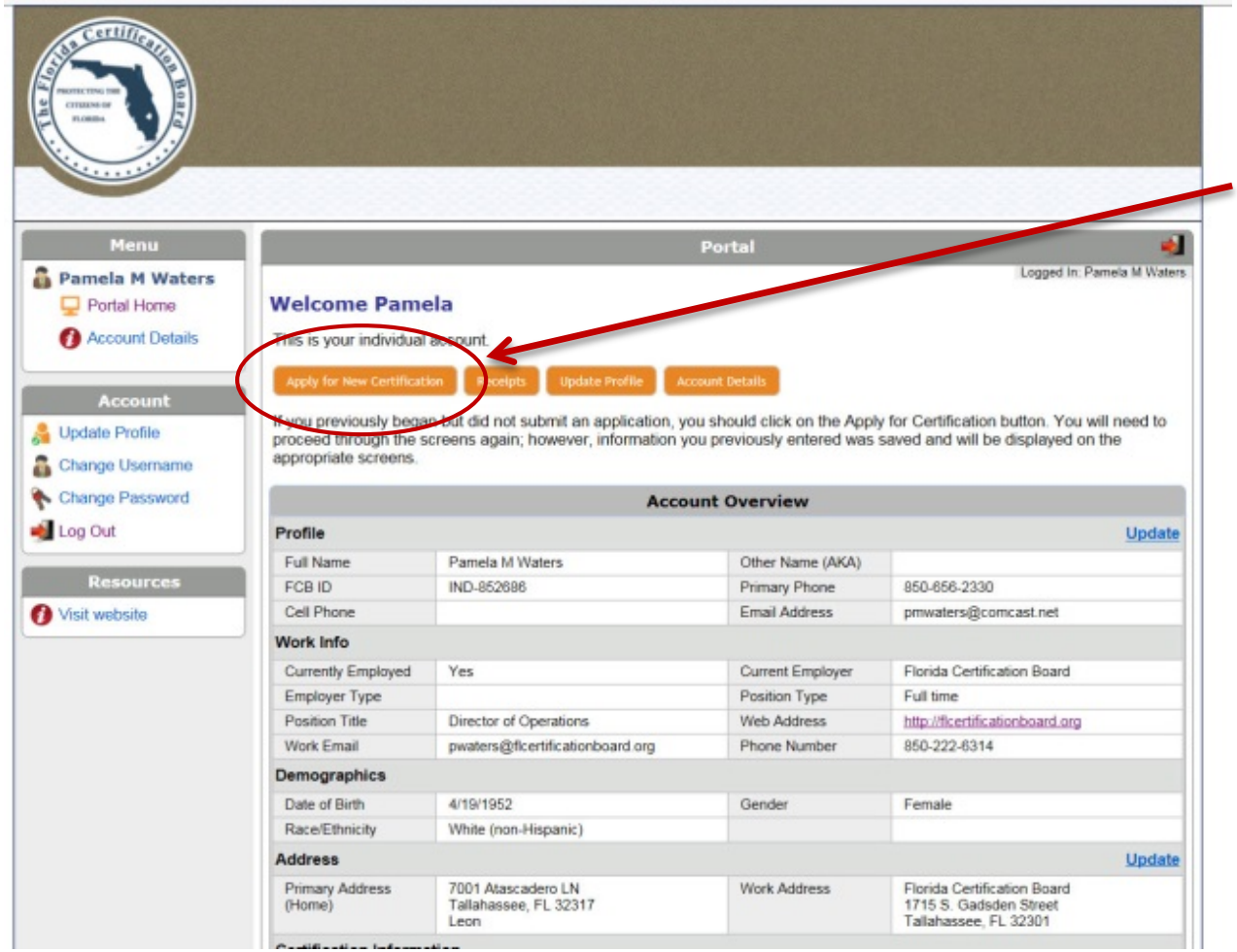
Click on **Create a New Account** and follow the screens.



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



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
850-222-6314