

# *Criteria for* **CERTIFICATION RENEWAL** *and* **CONTINUING EDUCATION**

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Accredited By:  
The National Commission for Certifying Agencies  
(NCCA)

**BEFORE YOU BEGIN YOUR ON-LINE APPLICATION:**

**For the best online experience, please use the latest version of Google Chrome or Mozilla Firefox. Microsoft Edge is known to be incompatible with certain features of The Commission's online platform.**

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## CERTIFICATION RENEWAL PROGRAM

The Commission™ believes that Board-Certified Case Managers (CCM®) 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 case managers to continue their professional education through courses and other activities that will help them serve their clients more effectively. The Commission conducts a job analysis every five years to ensure that the CCM certification and examination accurately reflect the most current practice of case management. Board-Certified Case Managers are required to renew their certification every five years to remain current in the field of case management.

The Commission's 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 RENEWAL

Initial CCM certification is valid for five years. The Commission certification renewal program allows Board-Certified Case Managers to extend this designation at five-year intervals from the "valid through" date of the initial certification. There are two renewal options:

- Option 1: Recertification by Continuing Education
- Option 2: Re-examination

**It is the Board-Certified Case Manager's responsibility to renew their certification by the "valid through" date on their certificate.**

The entire renewal process is online. Renewal assistance is available through The Commission Certification Coordinators at [contact@yourcommission.org](mailto:contact@yourcommission.org) or 856-380-6836.

### PENALTIES

Completing The Commission's renewal form carries with it an acknowledgment that the information provided by the applicant is accurate. If The Commission subsequently learns that a certification was renewed on the basis of false, misleading, or inaccurate information, it has the right to revoke or suspend that certification. The Commission also reserves the right to suspend or revoke a certification upon proof that an individual has violated The Commission's Code of Professional Conduct for Case Managers.

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 reapply, meet all CURRENT standards, and achieve a passing score on the certification exam.

**Individuals who use the CCM designation or who otherwise represent themselves as being certified without first having fulfilled these requirements may be denied certification/recertification. Such individuals may also be subject to legal actions.**

## **CHANGE OF ADDRESS**

Board-Certified Case Managers can change their contact information at any time by logging into “My Account” on The Commission’s website.

## **PRIVACY INFORMATION**

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 individual 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 or certification renewal process may be used in an anonymous/unidentifiable manner.

The Commission provides a database listing all Board-Certified Case Managers on its website for the use of the public for purposes of certification verification. The verification system is designed to allow for quick verifications but without violating privacy because it only displays name, city/state and CCM valid through date.

The Commission also verifies certification status by phone on request. Personal information (anything excluding name, city/state and CCM valid through date) is not released without explicit authorization from the specific Board-Certified Case Manager.

## **OPTION 1: ONLINE RENEWAL PROCESS THROUGH CONTINUING EDUCATION ATTAINMENT**

### **CONTINUING EDUCATION REQUIREMENTS**

The Commission is committed to facilitating the professional development of its Board-Certified Case Managers and has instituted the following requirements, which allow the flexibility to create a more personal experience for self-development.

To ensure that Board-Certified Case Managers maintain their knowledge, skills, and abilities in the field, The Commission requires that the 80 hours be taken in the focus areas (see “Focus Areas” later in this guide) that are found on the certification exam, and which are continually validated through ongoing role and function studies.

### **ETHICS**

To ensure that Board-Certified Case Managers have reviewed and understand The Commission’s Code of Professional Conduct for Case Managers, and its guiding principles, it is the intent of The Commission to require continuing education credits specific to the ethical practice of case management, as delineated in the Code for certification renewal. The purpose of this policy is to address The Commission’s Code

of Professional Conduct for Case Managers and the understanding and application of the Code in professional practice. This will be achieved by requiring specific ethics continuing education credits for renewal of certification.

The requirement for specific CEs related to Ethics will be 10% of the total CEs required for the renewal of the certification. In other words, eight (8) of the total eighty (80) CEs required for renewal, need to be ethics related.

Pre-Approved Ethics courses will be populated on your dashboard when you enter the activity code and approval number given on your certificate of completion. To enter Post-Approved and University Ethics courses, you will have the option to select if it is an Ethics course. Instructions on how to enter continuing education credits on your dashboard are included in the following pages of this guide.

### **CRITERIA FOR APPROPRIATE CONTINUING EDUCATION**

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

- It must be at least .50 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.
- It must fall within your current 5-year renewal period.

### **PRE-APPROVED CONTINUING EDUCATION**

The Commission 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, Board-Certified Case Manager attendees will be given appropriate documentation verifying pre-approval. Pre-approved courses can be entered into individual online transcripts at no extra cost.

To verify that a program has obtained pre-approval from The Commission, contact the program sponsor directly.

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.

### **ONLINE RENEWAL PROCESS**

The online renewal system is activated approximately 3 months before the renewal dates of May 31 and November 30 and is best viewed in current versions of **Mozilla Firefox and Google Chrome**.

## Step 1

Board-Certified Case Managers can log into their dashboard by choosing “Log in” at the top of the website and then choose “My Account” on The Commission website.

**Do not mail, fax or email your CE verification forms to The Commission. They will be sent back to you.**

## Step 2

To upload a pre-approved course, click on the “Pre- Approval” button at the bottom of your dashboard page and enter the data requested:

- Activity code (found on your certificate of completion).
- Approval number (found on your certificate of completion).
- Date of class (in mm/dd/yyyy format)
- Title of class
- Credits

The “Title of Class” and “Credits” fields may auto- populate, but if it doesn’t, please enter all information on your own. If you attended part of a course that auto-populates and need to enter a different credit amount, please contact The Commission Certification Coordinators at [contact@yourcommission.org](mailto:contact@yourcommission.org) or 856-380-6836.

When you click on “Add this Course, I have the certificate of completion” it will be added to your dashboard automatically. You cannot delete a course from your transcript once it has been uploaded.

All 80 CEs must be obtained during the Board-Certified Case Manager’s current 5-year renewal period and must fall within the focus areas described in this guide. **Duplicate courses will not be accepted.** Additional CEs uploaded to your transcript will NOT be carried over into your next renewal cycle.

The Commission strongly encourages all Board-Certified Case Managers submit CEs into their dashboard as they are earned.

Documentation of continuing education **MUST** be kept for **ONE YEAR PAST the “valid through” date on your CCM Certificate.** In the event a Board-Certified Case Manager is selected for a random audit of transcripts, this documentation will be requested. Copies of continuing education documentation (except for transcripts and/or grade reports) should be used as they will not be returned.

## Step 3

Once a minimum of 80 CEs has been entered, and it’s within 3 months of your renewal date, the “Submit Renewal” button on the bottom of your transcript will be activated. This will lead you to the renewal application, which must be completed.

## Step 4

Board-Certified Case Managers submit payment for renewal and any post-approval fees once all renewal requirements have been completed. For more information on post-approval, please see the *Post-Approval of Continuing Education* section later in this guide. Post-approval fees are automatically calculated by the system. These fees are non-refundable. Please see the fee schedule at the end of this guide for current fees.

 REMEMBER: There is no additional cost when uploading pre-approved courses to your online transcript.

 REMEMBER: Check your “DASHBOARD” to confirm their status of your renewal.

## FOCUS AREAS

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

<b>Care Management</b>
• Recognize the criteria associated with caseload assignment/selection
• Develop a client-centered plan of care
• Understand differences in and application of age specific care
• Apply evidence-based case management and/or care management models, processes, and tools
• Apply cost containment principles
• Understand management of clients based on length and type of care (e.g., acute, chronic illness(es), disabilities, behavioral health)
• Address medication management (e.g., access, reconciliation, education)
• Perform a comprehensive assessment of needs, including assessment of social, behavioral, and physical function
• Assess client's acuity or severity levels
• Understand levels of care (e.g., inpatient, observation, outpatient)
• Understand the features of care settings (e.g., hospital, skilled nursing facilities, group home, rehabilitation)
• Understand palliative, hospice, and end-of-life care including chronic pain management principles
• Collaborate with interdisciplinary/interprofessional care teams
• Understand key concepts of population health (e.g., pediatrics, geriatrics, maternity care)
• Identify key aspects of transitions of care
• Understand key aspects of care coordination through the continuum
• Understand advanced care planning (e.g., power of attorney, health care surrogate, living wills)
• Collaborate with community-based support service agencies and providers
<b>Reimbursement Methods</b>
• Recognize reimbursement and payment methodologies (e.g., bundled payment, case rate, prospective payment systems, value-based care, financial risk models, worker's compensation)

<ul style="list-style-type: none"> <li>Recognize key features of accountable care organizations and managed care concepts</li> </ul>
<ul style="list-style-type: none"> <li>Identify private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individually purchased insurance, home care benefits, COBRA)</li> </ul>
<ul style="list-style-type: none"> <li>Identify military and veteran benefit programs (e.g., TRICARE and Veterans Administration)</li> </ul>
<ul style="list-style-type: none"> <li>Identify public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid)</li> </ul>
<ul style="list-style-type: none"> <li>Recognize available financial resources (e.g., waiver programs, special needs trusts, viatical settlements)</li> </ul>
<ul style="list-style-type: none"> <li>Apply utilization review/management principles, guidelines, and tools</li> </ul>
<ul style="list-style-type: none"> <li>Recognize coding methodologies (e.g., Diagnosis-Related Group, Diagnostic and Statistical Manual of Mental Disorders, International Classification of Diseases, Current Procedural Terminology)</li> </ul>
<ul style="list-style-type: none"> <li>Identify negotiation techniques (e.g., single case agreement, individual insurance policy, fee schedule agreements)</li> </ul>
<ul style="list-style-type: none"> <li>Define key features of insurance principles (e.g., benefit, copays)</li> </ul>
<p><b>Psychosocial Concepts and Support Systems</b></p>
<ul style="list-style-type: none"> <li>Recognize the signs of abuse and neglect</li> </ul>
<ul style="list-style-type: none"> <li>Understand how behavioral change theories and models impact client readiness (e.g., readiness for lifestyle behavioral change)</li> </ul>
<ul style="list-style-type: none"> <li>Understand the behavioral health concepts (e.g., diagnosis, dual diagnoses, co-occurring disorders, substance use) that influence client care needs</li> </ul>
<ul style="list-style-type: none"> <li>Promote client empowerment, engagement, and self-care management (e.g., self-advocacy, self-directed care, informed decision making, shared decision making, health education)</li> </ul>
<ul style="list-style-type: none"> <li>Apply tools and techniques to promote client engagement (e.g., motivational interviewing, goal-setting, active listening, reflection, person-centered care approach, health coaching)</li> </ul>
<ul style="list-style-type: none"> <li>Apply crisis intervention strategies</li> </ul>
<ul style="list-style-type: none"> <li>Identify health-related social needs and associated resources</li> </ul>
<ul style="list-style-type: none"> <li>Recognize client support system dynamics, including both formal and informal supports</li> </ul>
<ul style="list-style-type: none"> <li>Assess health literacy, education needs, and language barriers</li> </ul>
<ul style="list-style-type: none"> <li>Understand interpersonal communication strategies (e.g., conflict resolution, group dynamics)</li> </ul>
<ul style="list-style-type: none"> <li>Recognize cultural, spiritual, and religious factors that may affect the client's care needs</li> </ul>
<ul style="list-style-type: none"> <li>Understand the assessments that measure psychological and cognitive capacity</li> </ul>
<ul style="list-style-type: none"> <li>Understand psychosocial aspects of chronic conditions and disability</li> </ul>
<ul style="list-style-type: none"> <li>Identify supportive care programs (e.g., health-related support groups and organizations, bereavement, spiritual/pastoral, caregiver-related)</li> </ul>
<ul style="list-style-type: none"> <li>Understand wellness and illness prevention concepts and strategies</li> </ul>
<ul style="list-style-type: none"> <li>Describe the key factors of social drivers of health (i.e., social determinants of health, health equity, health disparity)</li> </ul>
<ul style="list-style-type: none"> <li>Recognize how gender health influences care needs (e.g., sexual orientation, gender expression, gender identity)</li> </ul>
<ul style="list-style-type: none"> <li>Apply Trauma-Informed Care Principles</li> </ul>

<b>Quality and Outcomes Evaluation Measurements</b>
<ul style="list-style-type: none"> <li>• Understand accreditation standards and requirements (e.g., The Joint Commission, CMS, NCQA)</li> </ul>
<ul style="list-style-type: none"> <li>• Describe the basic elements of cost-benefit analysis</li> </ul>
<ul style="list-style-type: none"> <li>• Understand role in data gathering, interpretation, evaluation, and reporting (e.g., readmission rates, denials, population volume reports)</li> </ul>
<ul style="list-style-type: none"> <li>• Describe health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group)</li> </ul>
<ul style="list-style-type: none"> <li>• Identify the sources of quality indicators (e.g., Centers for Medicare and Medicaid Services, HEDIS, URAC, National Committee for Quality Assurance, National Quality Forum, Agency for Healthcare Research and Quality, National Quality Strategy)</li> </ul>
<ul style="list-style-type: none"> <li>• Describe quality indicators, applications, performance improvement and evaluation methods (e.g., clinical, financial, productivity, utilization, client experience of care)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand the application of quality and performance improvement methods, tools, and processes</li> </ul>
<ul style="list-style-type: none"> <li>• Understand the impact of case management practices (e.g., care coordination, transitional planning) on value-based care</li> </ul>
<b>Rehabilitation Concepts and Strategies</b>
<ul style="list-style-type: none"> <li>• Understand current adaptive technologies (e.g., text telephone device, assistive devices for the deaf, orientation and mobility services)</li> </ul>
<ul style="list-style-type: none"> <li>• Determine basic functional capacity to identify care needs (e.g., ADLs, IADLs, cognitive status)</li> </ul>
<ul style="list-style-type: none"> <li>• Identify care coordination needs related to rehabilitation settings (e.g., LTAC, acute rehab, SNF)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand unique rehabilitation aspects of care for people with disabilities and chronic illnesses (e.g., job analysis and accommodation, life care planning, developmental)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand vocational rehabilitation programs and resources (e.g., Workers' Compensation, catastrophic injuries)</li> </ul>
<ul style="list-style-type: none"> <li>• Differentiate between types of rehabilitation programs and resources (e.g., medical rehabilitation, substance use rehabilitation, government, non-governmental organization, return to work strategies, school-based)</li> </ul>
<b>Ethical, Legal, and Practice Standards</b>
<ul style="list-style-type: none"> <li>• Apply the ethical standards related to care management (e.g., principles, end of life, refusal of treatment/services)</li> </ul>
<ul style="list-style-type: none"> <li>• Engage in professional conduct (e.g., cultural and linguistic sensitivity, scope of practice, education, license, and/or certification)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand the application of health care and disability related legislation (e.g., Americans with Disabilities Act, Occupational Safety and Health Administration regulations, Health Insurance Portability and Accountability Act, Affordable Care Act, No Surprises Act, EMTALA Act, FMLA)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand legal and regulatory requirements applicable to case management practice (e.g., corporate compliance, mandatory reporting, use of technology)</li> </ul>
<ul style="list-style-type: none"> <li>• Apply industry best practices associated with privacy and confidentiality</li> </ul>
<ul style="list-style-type: none"> <li>• Understand industry best practices associated with risk management</li> </ul>
<ul style="list-style-type: none"> <li>• Understand responsibilities associated with documentation and case</li> </ul>

summary
<ul style="list-style-type: none"> <li>• Practice self-care, safety, and well-being as a professional</li> </ul>
<ul style="list-style-type: none"> <li>• Apply standards of practice (e.g., Case Management Society of America Standards of Practice for Case Management, National Association of Social Work Standards for Case Management)</li> </ul>
<ul style="list-style-type: none"> <li>• Advocate for the client and their support systems</li> </ul>

## POST-APPROVAL OF CONTINUING EDUCATION

The Commission will also review for approval 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.

**IMPORTANT: This fee applies to all post-approved courses uploaded into the system. At the time of submission, you will be invoiced for these fees as they are uploaded into your dashboard. Payment for these fees will be due at the time of your renewal.**

**After logging into your dashboard, upload post approved courses by clicking on the “Post Approval” button at the bottom of your transcript page and enter the data requested.**

- Program title
- Provider
- Is this an Ethics Course?
- Location
- Clock hours requested
- Program date (in mm/dd/yyyy format)
- The category the course that most accurately describes the activity that you completed (Home study/internet, multi-day conference, seminar/workshop)
- The primary focus area that describes the content of your CE activity (see Focus Areas on pages 6-10).
- Description of how the activity relates to the domain focus

**Review of post approved courses incurs a non-refundable fee at the time of submission. You cannot delete a course from your transcript once it has been uploaded. Duplicate courses will not be accepted.**

**Post approved courses will appear as NONAPP in your transcript after they are uploaded.**

## UNIVERSITY/COLLEGE COURSES

The Commission will review university or college courses for approval. Credits are awarded as follows:

- One academic credit per semester = 15 CEs.
- One academic credit per quarter semester = 10 CEs.

When entering the credits awarded, your dashboard will adjust to reflect the correct amount of CEs. After logging into your dashboard, upload university/college courses by clicking on “University” at the bottom of your transcript page and enter the data

requested:

- Course Name
- Is this an Ethics course?
- Start Date (in mm/dd/yyyy format)
- End date (in mm/dd/yyyy format)
- Course duration (Quarter hour, semester hour)
- Credits earned
- The primary focus area that describes the content of your CE activity
- Description of how the activity relates to the domain focus chosen above
- \*\* Acknowledgement of the \$15 non-refundable fee, which will be assessed when you upload each post-approved or university course

**Review of post approved courses incurs a non-refundable fee at the time of submission. You cannot delete a course from your transcript once it has been uploaded. Duplicate courses will not be accepted.**

### **AMERICAN CASE MANAGEMENT ASSOCIATION (ACMA) COURSES**

The Commission has a collaborative with ACMA. Through the agreement, ACMA will provide CCM certificants pre-approved continuing education opportunities through online and in-person events, including webinars, virtual events and conferences.

To upload ACMA® approved courses, click on the “ACMA® approved” button at the bottom of your transcript page and enter the data requested.

- Program title
- Provider
- Is this an Ethics Course?
- ACMA® Approved Credits
- Program date (in mm/dd/yyyy format)

### **RENEWAL APPLICATION**

If it is within 90 days of your renewal and you have met the 80 CE requirement, you will be able to process your renewal.

Please log into “My Account” and click “The Commission Dashboard” to view your transcript, scroll to the bottom of your transcript and click on the button that says “Submit Renewal” which will bring you to the next step in the renewal process. Once you have started your application, this button will say “Review/Resume Renewal” if you do not complete it in the same session that you start it.

If you do not see this button, you have 80 CEs and it is within 90 days of your renewal, please log in using a different internet browser (current versions of Mozilla Firefox and Google Chrome are recommended).

In the renewal application, you will be asked to Renew with your License/Certification or Degree.

You must select the License/Certification option if you have a current, active, and unrestricted license or certification in a health or human services discipline. Please

note, this is not referring to your CCM credential. If renewing with your license/certification, you will need to provide who issued your license/certification, the number, state who issued, date you've been certified since and expiration date.

Licenses or certifications on probationary status will not be considered eligible unless documentation has been provided that all terms of the probation have been met.

Certifications that may be accepted must require eligibility criteria in alignment with CCM education and/or license requirements, passing an evidenced based exam, recertification requirements, and follow best practices and/or accreditation standards such as NCCA, ANAB (ANSI), or ABSNC.

If licensure or certification is not required for your discipline, you will select Degree if you have earned a baccalaureate or graduate degree in a health or human services field that promotes the physical, psychosocial, and/ or vocational well-being of the persons being served. The degree must be from an institution that is fully accredited by a nationally recognized educational accreditation organization.

To complete your application, you will be required to respond to all the questions and submit payment. Your application for renewal will then be submitted for review. To check on the status of your application, please log into your account.

## **PAYMENT AND INVOICING**

At the time of your renewal, payment of the renewal fee and any uploaded post-approval courses will be due, payable only by credit card.

Your renewal is not complete until payment of all fees is submitted.

## **DOCUMENTATION AND AUDIT**

The Commission requires Board-Certified Case Managers maintain documentation of participation in all continuing education activities submitted for renewal. **These files should be kept by all Board-Certified Case Managers for ONE YEAR PAST THE "VALID THROUGH" DATE on their current certificate.**

Board-Certified Case Managers may be asked to submit this documentation by The Commission as part of regularly scheduled random audits of transcripts or upon the submission of a late renewal request or late renewal appeal (as described later in this guide.)



**REMEMBER:** Any required supporting documentation of continuing education will not be returned after submission.

Documentation considered appropriate for various types of learning activities is listed below:

Workshops, seminars, conferences, in-service training programs	Certificate of attendance or letter from sponsor stating Board-Certified Case Manager has completed the program, dates of completion, and number of CEs awarded. Program agendas may also be requested in case of audit.
Home studies, distance learning courses, webinars	Certificate of attendance or letter from sponsor stating Board-Certified Case Manager has completed the program, dates of completion, and number of CEs awarded. Program agendas may also be requested in case of audit.
College or university courses	Copy of official transcript or original grade report that documents credits earned. One academic semester = 15 CEs. One academic quarter = 10 CEs. Course description may also be requested if you are selected for a renewal audit. If a college/university course is audit-only (not taken for credit), then documentation indicating actual attendance hours such as a statement from the instructor on university letterhead must be provided.
Development of curriculum	List of reference materials used to develop the information, and a copy of the course syllabus and a letter of verification from the chair of the program stating that the Board-Certified Case Manager developed the curriculum, including the dates of development.
Development of articles, books, and chapters in books	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, attesting to the Board-Certified Case Manager's level of participation in the publication.

Development of presentations and in-service training programs	List of reference materials used to develop the presentation, outline of the presentation, and a copy of the printed program that lists the Board-Certified Case Manager 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 merit four hours of credit, or 4 CEs).
Research/ Independent study	List of source materials and a copy of the research findings.

**OPTION 2:  
RENEWAL THROUGH RE-EXAMINATION**

To renew certification through re-examination, you must:

1. Notify The Commission Certification Coordinators at 856-380-6836 or [contact@yourcommission.org](mailto:contact@yourcommission.org) before the last day of the exam application window before your renewal.

**Example: if your renewal is due in November, you must notify The Commission of your intentions to renew through exam no later than the last day of the August exam application window.**

Please visit <https://yourcommission.org/certification/board-certified-case-manager> for the current application window schedule.

- a. If a Board-Certified Case Manager does not exercise the re-examination option **before the “valid through” date** on their certificate, the CCM credential will expire. Individuals with expired CCM credentials are not permitted to resume using the CCM credential until they have successfully applied for and passed the examination.
2. Complete a manual renewal form and email a copy of your qualifying license, certification or degree.
3. Pay the renewal fee of \$285.00 along with the exam fee of \$195.00
  - a. If you are testing outside of your expiration date, example, your renewal is due in November and you are testing in December, you must pay the \$175.00 Late Renewal fee.
4. Schedule exam and achieve a passing score on the exam.

## AFTER TESTING

If you do not pass the exam the first time you take it, you may qualify to retake the exam, pending that you are still within your initial eligibility. The retake **MUST** be scheduled for the next available exam cycle and a retake fee of \$195.00 must be paid. You can schedule your retake by calling The Commission Certification Coordinators at 856-380-6836.

**If you are unable to retake the exam in the next available cycle or you do not achieve a passing score on your retake, your credential will be expired. You will then need to complete and submit a new application and pay all fees in place at the time.**

Renewal certificates are mailed from a third party. An email will be sent to you to order your complimentary certificate, with the option to order additional copies and frames to display your certificate. Please be sure to monitor your emails, including your spam folder for an email from The Commission, [contact@yourcommission.org](mailto:contact@yourcommission.org). Adding this email to your address book will help ensure receipt. Your renewal certificate will show the dates of your new certification period. For example, if you renewed in May 2022, your new certification period will be starting on 6/1/2022 and valid through 5/31/2027.

The Commission will not be responsible for issuing replacement certificates that have not been requested within three months from the time the original should have been received, based on the Exam Application Schedule and Notification Timeline posted on our website.

Please read this carefully so you know when to expect your email to order your certificate.

Duplicate or replacement certificates can be requested from The Commission Certification Coordinators at 856-380-6836 or [contact@yourcommission.org](mailto:contact@yourcommission.org). The information will then be sent to a third party to process. There is a fee for this service.

## AFTER SUBMITTING RENEWAL APPLICATION

When you submit your renewal, your The Commission Dashboard account will show your renewal application is in "Ready to Review" or "In Process" status. This means your application has been submitted and is in queue to be reviewed. You will be contacted directly if The Commission needs anything else to review your application.

Renewal applications are reviewed on a rolling basis. You can expect to be notified via email and your account when your renewal has processed, please check often for updates.

Renewal certificates are mailed approximately 1 month after the renewal deadline. Your renewal certificate will show the dates of your new certification period. For example, if you renew in May 2026, your new certification period will be starting on 6/1/2026 and valid through 5/31/2031.

## LATE RENEWAL REQUESTS

The Commission will accept and review formal late renewal requests submitted within the first 90 days after the “valid through” date printed on an individual’s current certificate. *In order* to be considered for a late renewal, the Board-Certified Case Manager must have the following:

1. Documentation of completion of at least 80 hours of continuing education (as described in detail in this guide). All CEs must be completed before the expiration date.
2. Current, active, and unrestricted licensure or certification in a health or human services discipline.

OR

Baccalaureate or graduate degree in a health or human services field that promotes the physical, psychosocial, and/or vocational well-being of the persons being served, if licensure or certification is not required for your discipline.

3. A clear and compelling reason that can be documented for having missed the renewal deadline.

## MAKING A LATE RENEWAL REQUEST

Initial contact regarding submission of a late renewal request should be made through The Commission Certification Coordinators at [contact@yourcommission.org](mailto:contact@yourcommission.org) or 856-380- 6836. If a Board-Certified Case Manager is within the initial 90-day period, they will be asked to complete and submit a late renewal request form with documentation of the above items. Late renewal requests submitted after 90 days past the “valid through” date on the certificate are considered denied without review.

If a request is approved, the Board-Certified Case Manager will be asked to pay the standard renewal fee plus an additional administrative fee for processing the late request (see fee schedule). A renewal certificate will be issued, backdated to the date of expiration, and the individual will be able to resume use of the CCM credential.

Please note the following are **NOT** considered compelling reasons for late renewal:

1. No receipt of notification of renewal deadline
2. Lack of awareness of renewal deadline or process

The purpose of the late renewal request process is to grant consideration to those individuals who were prohibited by circumstances beyond their control from completing their certification renewal within the scheduled timeframe. It is not intended as a convenience for individuals who have not taken appropriate steps to maintain the integrity and high standards of the CCM credential.

The late renewal request process can take 2 – 4 weeks to complete. Individuals who seek to become reinstated as Board-Certified Case Managers should take this into consideration when deciding whether to submit a late renewal request or exercise the re-examination option.

## APPEALS

The Commission's appeals process is available to any Board-Certified Case Manager who believes that The Commission inaccurately, inconsistently, or unfairly applied the criteria for certification renewal.

The appeals process is designed to provide:

1. Complete review of the facts at issue
2. A second, independent evaluation of the material presented to document the Board-Certified Case Manager's eligibility for certification renewal
3. Due process
4. Fair, consistent application of the criteria for renewal and continuing education

### REQUESTING AN APPEAL

At the time a Board-Certified Case Manager is informed that their certification renewal has been denied they have 30 days from the date the renewal denial is posted to appeal a denial. Denial of certification will be upheld for any Board-Certified Case Manager who does not appeal the denial within the 30-day period.

CCMs who contest their certification decision within the 30-day period may be required to provide additional information about themselves, their work history and experience, their licensure or certification, and/or documentation of any legal or regulatory issues that may have caused their renewal applications to be denied.

If needed, a committee will be called together to decide on the appeal. If a request is approved, a renewal certificate will be issued, backdated to the date of expiration, and Board-Certified Case Manager will be able to resume use of the CCM credential.

None of the members of the committee will have taken part in the initial decision-making process to evaluate the renewal documentation in the appellant's file, thus ensuring a second, objective review.

If the certificant is dissatisfied with the decision of the 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 Commission's decision. Inquiries regarding submitting an appeal can be made by contacting The Commission Certification Coordinators at 856-380-6836 or [contact@yourcommission.org](mailto:contact@yourcommission.org).

## RETIREMENT DESIGNATION

Board-Certified Case Managers who are retiring from active practice may choose the retirement designation, which changes the CCM certification to an honorary designation. CCM Retired (CCM-R) status enables the individual to stay on The Commission's email list to receive updates from the field of case management. Please see the fee schedule at the end of this guide for current retirement status fees.

If an individual's retirement status changes and they wish to regain use of the CCM credential, they would need to meet the criteria in effect at the time of renewal including, earning all Continuing Education credits and Ethics requirements, in addition to paying the renewal fee at the time of reinstatement or re-take the exam.

A CCM may go into retirement status up to nine months after the expiration date of their credential.

If an individual believes that they may provide consulting or other services in the future using their CCM certification, they should NOT select the retirement designation, but should continue to maintain the CCM certification.

For those CCM-Rs that decide to reinstate their CCM credential as outlined above, their effective certification start and end dates will be as follows:

Reinstatement Month	Start Date	End Date
April - November	Date of Reinstatement	May 31
December - March	Date of Reinstatement	November 30

Retirement status is good for five years. At the end of the five-year cycle those that have chosen the retirement designation have the option to renew as a “CCM-R” or renew as a “CCM” per the guidelines listed above.

## FEES

**PLEASE NOTE THAT ALL FEES ARE PAYABLE BY CREDIT CARD ONLY.** Personal and/or company checks, money orders, etc., will not be accepted as payment. All fees are non-refundable unless noted otherwise.

### STANDARD FEES

**Renewal through Continuing Education** \$285

This fee must be submitted in full at the time of renewal.

**Renewal through Re-Examination** \$480

This fee includes \$285 for the renewal fee and \$195 for the examination. The examination fee will be refunded if an individual is ineligible for the exam.

**Continuing Education** \$15

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

### OTHER FEES

Retirement Status (one-time fee) \$100/5 years

Late Renewal Request/Appeal \$175

Replacement Certificate \$30

## **CONTACTING The Commission**

**Please remember to include your CCM number on all correspondence with The Commission.**

### **The Commission**

1120 Route 73, Suite 200

Mount Laurel, NJ 08054

Phone: 856-380-6836

Fax: 856-439-0525

Email: [contact@yourcommission.org](mailto:contact@yourcommission.org)

## **FREQUENTLY ASKED QUESTIONS**

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

Every five years following the initial credentialing period.

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

The Commission offers two options for renewing a certification (both options require license/certification verification):

- Documentation of 80 clock hours of approved continuing education accumulated during the period of certification and completion of online renewal requirements.
- Renewal through re-examination, which requires successful completion of the CCM exam.

### **I forgot my password. How can I reset it?**

Visit <https://yourcommission.org> and click on “The Commission Dashboard” to reset your password.

### **If I acquire more than 80 clock hours in a 5-year period, can 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.

### **Is there an advantage to submitting my continuing education credits as I earn them?**

Yes! If you submit your credits into your online transcript as you earn them, your dashboard will help you to 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 on your current certificate. You will also have the added benefit of not having to do all the work at once when the renewal application goes “live” on the website.

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

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

### **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 activities from The Commission. Such approval is given in advance, and you should simply ask the sponsor of the activity you are considering attending if the activity has been pre-approved by The Commission. When you complete a pre-approved activity, the sponsor should provide you with a certificate of participation which includes the sponsor code and the activity's approval number from The Commission.

### **What courses are eligible for Ethics continuing education?**

Your pre-approved Ethics courses will be populated when you enter your activity code and approval number on your dashboard provided on your certificate of completion. For post-approved and university courses, you will be asked if it is an ethics course when you enter the course on your dashboard.

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

Yes! Any continuing education activity that involves a focus area described in this document can be submitted for approval on a post-attendance basis. The procedure is described in detail in the Post-Approval section of this guide. Please note, post-approved courses are assessed a \$15 fee at the time they are uploaded.

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

Any organization that wishes to have its continuing education activities pre-approved by The Commission should go to The Commission website at <https://yourcommission.org> and click on the Education & Workforce Resources then Providers to access the online application and requirements for submission.

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

All fees are automatically calculated for you and added to your total at the time of renewal payable only by credit card.

### **I have 4 post approved courses I uploaded into the system. How much do I owe in post approval fees?**

You will be charged \$15 each (\$60).

### **I have more credits than I need for my renewal, but I already paid for some post-approval courses I now realize I don't need. Can I get a refund for the post-approval fees?**

All fees are non-refundable, including the post-approval fees. It's a good idea to enter your PRE-APPROVAL courses first and the post-approval courses only if you need them to make the 80 CE goal.

### **Where can I find a listing of pre-approved courses?**

You can start with the listing of CE providers on our CE Approved Provider Directory <https://yourcommission.org/education-workforce-resources/learners>. The continuing education provider list is provided by The Commission as a service to CCMs and is not meant as an endorsement of the programs or services the organization provides. Please check with the provider to confirm dates of all courses in these listings.

### **I mailed in my documentation of continuing education. Why was it mailed back to me?**

Certificants no longer submit the paperwork to The Commission for renewal. Please log into your The Commission Dashboard account to upload your courses. But hold on to those certificates because you may need to submit copies of them as part of a random audit or if you need to submit a late renewal request or appeal! (Documentation submitted as part of an audit or late renewal process will NOT be returned.)

### **The renewal process is completely online. Can I still renew the old-fashioned way?**

No. The only way to renew your certification is through the online process. Our certification navigators are here to help you every step of the way. If you do not have access to a computer, please call us at 856-380-6836 and we can help!

### **I forgot to renew my certification! What do I do now?**

If you have a reason driven by extenuating circumstances beyond your control, you can submit either a late renewal request (if within 30 days of your renewal deadline) or a renewal appeal. Keep in mind that you are still required to meet all the renewal criteria as outlined in this guide, and you will need to present and substantiate a thoroughly compelling case for late renewal.

The late renewal request and appeals processes are thorough and time consuming, therefore you might want to consider the re-examination option outlined in this guide.

### **I didn't pass the renewal audit. What are my options?**

You may apply for renewal through re-examination. Your renewal fee will be credited to the renewal through re-examination fees for the next available exam only. Please see the fee schedule for fee details.

## **QUESTIONS? PLEASE CONTACT US:**

**The Commission  
1120 Route 73, Suite 200  
Mount Laurel, NJ 08054  
856.380.6836  
[contact@yourcommission.org](mailto:contact@yourcommission.org)**