

CCM[®]

EXAMINATION GUIDE



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.

WELCOME

If you already have been approved to sit for the CCM® examination, congratulations! Desire for certification demonstrates your commitment to the field of case management. The CCM is the first nationally accredited case manager credential. Case managers who have earned the Board-Certified Case Manager (CCM) credential have the expertise, knowledge, and professional experience to provide the right services to patients with serious or complex medical conditions, and/or catastrophic injuries and illnesses.

EXAM GUIDE

This guide is designed to help you understand the rules and procedures of the CCM examination. Read this document carefully before registering and refer to it whenever you have a question about the CCM examination experience. All appropriate fees are listed in the Fee Schedule at the end of the guide.

Please be sure to add The Commission's email address to your 'safe senders' list: contact@yourcommission.org

Log into "My Account". Please bookmark this location.

STUDY MATERIALS

The CCM examination is practice-based, meaning all items are based around knowledge that an experienced case manager should know and understand. There is not any course or education required to take the exam or to prepare for the exam. A listing of suggested [study materials](#) is available on our website, and can assist you in preparing for the examination.

Included in the study materials are:

- Glossary of terms
- Suggested reference list – this list contains the books from where the exam items were written.
- Practice items – actual CCM exam items that are now retired to provide a true exam experience for applicants. An explanation for correct answers is provided for every exam item, to assist in your understanding of the concepts being examined.

The Commission™ does not endorse or recommend any other study materials.

Purchasing study materials is optional and not required to take the exam. Attending or purchasing courses or study materials is not a guarantee of passing the exam. The Commission does not endorse or approve any study materials. Please be aware that this listing does not completely delineate the parameters of the examination. It is merely a suggested means for reviewing your personal education and practical experience in the field. This is not required, nor should it be considered all-inclusive.

NONDISCRIMINATION POLICY

The Commission does not discriminate against an individual with respect to age, sex, color, race, religion, national origin, sexual preference, material status, or disability.

INITIAL ELIGIBILITY

The CCM examination is administered three times per year. Eligibility, once approved, is valid for the first available testing window. If you are unable or do not wish to take the exam in the first available testing window after your application is approved, you may defer to the next exam window and pay the deferral fee (see Fee Schedule).

ARE YOU A U.S. VETERAN OR DEPENDENT?

Veterans, reservists and their dependents who are case managers are eligible for education reimbursement under the [GI bill](#) for the CCM exam. Further information on deferment and eligibility is included later in this guide.

AUTHORIZATION TO TEST (CANDIDATE ID) NUMBER

The Commission provides candidates who have been approved to test with a number known as the Candidate ID number. This is the number you need to provide to Pearson to allow you to schedule your exam.

Once your application is approved, you will receive an email with your Candidate ID number and instructions to schedule your exam.

Once you register, Pearson will give you a confirmation number. This is the number you need to use to make any changes to your exam appointment with Pearson.

SPECIAL ACCOMMODATIONS

Do you have anything you need to have with you while taking the exam? Some examples include, but are not limited to:

- An inhaler
- A magnifying glass
- Medication
- Special requirements for taking the exam
- Separate room
- Extra time to take the exam

The Commission and Pearson make every effort to reasonably accommodate candidates with documented special accommodations needs, as defined by the Americans with Disability Act. If a candidate requires special accommodation, they must indicate this need on the application. The candidate will be asked to provide medical documentation and attach it to their online application

Any candidate who will need accommodation will need to submit documentation for the accommodation requests at the time of submitting their application. All requests are timely in order to accommodate your request and coordinate with the testing vendor. See the timeline [here](#).

Candidates making a special accommodations request need to provide a letter from a qualified healthcare professional familiar with their case(s). This letter must be on the qualified healthcare professional's letterhead, typed, dated and signed by the healthcare professional and included in your application.

The letter should include a specific diagnosis, date of diagnosis, description of substantial day-to-day functional limitations resulting from stated disabilities, specific recommendations for testing accommodation(s) including an explanation of why the accommodation is necessary. The Commission accepts responsibility for the costs of any reasonable accommodation granted.

EXAM APPOINTMENT - REGISTRATION

The CCM examination is administrated by Pearson, a worldwide leader in examination and research. CCM exams are administered at specific times throughout the year in testing centers in the US and worldwide as well as through remote proctoring.

Exam appointment registration can be done online through your account and choosing “Manage Exam” from the menu items.

In addition, all the information you need to get registered will be emailed to you upon approval of your application.

For assistance accessing “My Account,” getting registration information, or completing your exam appointment registration, call The Commission’s Certification Coordinators at 856-380-6836 or email us at contact@yourcommission.org.

To view the Pearson Testing Center Regulations, please visit the Resources Section for Test Takers on Pearson’s website.

EXAM APPOINTMENT - CONFIRMATION

Once you have scheduled your appointment with Pearson, you will receive a confirmation number. They will also send a confirmation of appointment email to you as long as you have provided them with a valid email address. If you do not receive a confirmation of appointment from Pearson within 48 hours of scheduling an appointment, you should contact The Commission to confirm the registration was processed.

If you do not receive a confirmation notice from Pearson DO NOT assume you are registered. If you do not properly complete the registration process you will not be allowed to sit for the exam and your exam or deferment fee will not be returned to you.

Candidates should make sure to note the correct date and location of their exam appointments in advance. Failure to arrive on the appointed date or the correct test site is not cause for an exam fee or deferment fee refund.

EXAM APPOINTMENT - WHEN TO ARRIVE/CHECK IN

You should arrive/log in 30 minutes before your appointment is scheduled to begin. Please use all available resources to familiarize yourself with the test center location and/or preparing your testing space. If testing at a testing center the directions provided in the Pearson confirmation notice are not guaranteed. If testing remotely, please use the resources available on the [Pearson website](#) to run a system test prior

to checking into your exam. If you are late for your exam appointment, you may not be allowed to test, and you will not be eligible for a refund. **Remember: refunds will not be given for exams that are missed because a candidate was not able to locate the testing center or arrived late.**

EXAM APPOINTMENT - WHAT TO BRING WITH YOU

You will need to present a government issued, photo ID that matches your name exactly as it appears in your application to the test center in order to be seated for the exam. Acceptable IDs include a US state driver's license, a US state identification, a passport or US military ID. The ID must be valid and contain both a signature and recent photograph (within 10 years). All identification must be in English and signed in English. If the valid ID does not provide both a signature and a recent photo, you will be asked to provide additional ID that does.

If you do not have one form of acceptable ID, you will not be able to test. Please see the "Making Changes to Your Exam Appointment" section for details.

You may not have any personal items to the test center or while remotely taking your exam, such as books, paper, calculators, food, beverages, cell phones, watches, tissues, or any medications for which candidate has not obtained special accommodation approval. Car keys, jackets, and all other personal items will be stored in a locker provided on site. If testing at a testing center, you will be given a key to the locker which you will use to retrieve your belongings upon completion of the exam. An erasable white board will be provided by Pearson and must be surrendered upon exiting the exam room.

EXAM DURATION

Your exam appointment lasts three and a half hours. This timeframe includes seating, verifying that the correct exam is loaded on your computer, viewing the tutorial, and completing the end-of-exam survey. The exam itself is allotted **3 hours**. Please note that although the appointment is scheduled for three and a half hours, you will have only 3 hours to complete the exam. Candidates who do not finish within the 3-hour exam period are not eligible for a refund.

Testing at an exam center:

You may leave the testing room for reasonable needs (such as using the restroom). You must inform Pearson staff before leaving and sign back in upon your return. You will also have the option of one designated 10-minute break midway through the exam (after Section 1), during which the exam clock will pause. If you choose to take this break, you will not be able to return to any previously completed questions.

Remote testing:

For exam security, no unscheduled breaks are permitted during Section 1 or Section 2. You will have one designated 10-minute break midway through the exam (after Section 1), during which the exam clock will pause. If you take this break, you will not be able to revisit earlier questions. The proctor will remind you that leaving the webcam view at any time other than the designated 10-minute break will result in the exam being revoked.

CHECKING YOUR ANSWERS

Computer based testing (CBT) provides the opportunity for you to mark specific test items for review later. The tutorial will show you how to mark exam items for review. If you are uncertain of your answer to a specific item(s), mark them for review and look them all over once you have finished the rest of the exam. Throughout the exam, you will be provided with a blend of both 3-4 multiple choice answer options.

Once you are in the “review” screen, clicking the “end” button on the bottom right hand of the screen will cause a window to “pop up” letting you know that this action will end your exam. **Do NOT end your exam if you are not finished with it.**

To exit the review screen and go back to your exam, select the “review all” on the bottom left-hand corner of the review screen. This is important because if you accidentally exit out of the exam, there is no way to get back into it. **Your exam will be terminated.**

ISSUES WHILE TAKING YOUR EXAM

Very rarely do any issues arise at the test center that you might perceive as having a negative effect on your performance. However, The Commission takes these issues very seriously. For us to investigate any problems thoroughly, all issues **must be reported BEFORE LEAVING the test center or ending your online exam and provided a case number.**

Issues can be reported on the exit survey and should be brought to the attention of the Pearson staff during the exam/before leaving the test center and/or ending your online exam. Candidates should also contact The Commission after reporting the issue to Pearson at 856-380-6836.

If you have a claim to report, notify The Commission and the Pearson staff IMMEDIATELY. The Commission and Pearson will investigate all claims which are reported within two weeks of the exam appointment and will reach a decision in a timely manner.

Problems reported after test results have been received will not be accepted.

ELIGIBILITY REVOCATION

If a Pearson staff determines that a candidate's actions during the exam or otherwise at the testing center violate exam procedures, or if it is discovered that eligibility was obtained under false pretenses, eligibility can be revoked and exam results invalidated, in accordance with the agreements confirmed by candidates in the online application.

APPOINTMENT CHANGES - RESCHEDULING WITHIN APPROVED EXAM CYCLE

The Commission understands that even the best laid plans may need to change. However, certain guidelines and fees have been put in place to ensure that The Commission and Pearson are able to administer the exam without loss of integrity or disruption of customer service. Once you've scheduled your exam with Pearson, if you need to cancel or reschedule within the cycle for which you have been approved, you may do so as long as:

1. Examination appointments are still available
2. It is at least 48 hours prior to your appointment. Exams cannot be rescheduled for less than 48 hours prior to your appointment.

You can only change a scheduled exam appointment within the exam window for which you were initially scheduled.

Appointments cannot be changed within 48 hours of the scheduled time. If an appointment is cancelled less than 48 hours before the appointment, you will be treated as a "No Show" (see "No Shows").

You may cancel/reschedule by logging into your account and choosing "Manage Exam" from the menu items. Candidates who cancel an exam are encouraged to retain the cancellation documentation received from Pearson in the event that substantiation of appointment cancellation is required.

APPOINTMENT CHANGES - RESCHEDULING TO ANOTHER EXAM CYCLE (DEFERMENT)

The CCM examination is administered three times a year. Eligibility, once approved, is valid for the first available testing window. If you are unable or do not wish to take the exam in the first available testing window after your application is approved, you may defer to the next exam window.

If you wish to defer to the next exam window, you must submit the deferment application and pay a non-refundable fee (see Fee Schedule).

To make a deferment request, you must first cancel your exam through the "Manage Exam" option through logging into your account. Then choose "Apply for CCM Exam Defer" and complete the application and submit the payment.

Once you have completed the steps above, you will automatically be redirected to manage your exam and schedule.

Deferment can be made at any time between the time of initial approval and the week before the last day of the exam cycle for which you were approved. If you have any questions regarding this policy, please call us at 856-380-6836.

***PLEASE NOTE: If you do not take the exam in the first available cycle upon approval, and fail to schedule a deferment for the following exam cycle, you will need to complete a new application and pay all fees in place at that time.**

EXAM RETAKES

If you do not pass the exam the first time you take it, you can retake the exam, pending that you are still within your initial eligibility. The retake MUST be scheduled for the next available exam cycle. You can schedule your retake after you have received your exam results email. Once you receive your exam results email, log into your account to submit "The Commission Application Exam Retake".

If you are unable to retake the exam in the next available cycle, you will need to complete and submit a new application and pay all fees in place at the time. There is no limit to the number of times you can re-apply and re-take the CCM exam. Fees apply.

RETAKE/DEFERMENT/PERMANENT WITHDRAWAL

The Commission understands that even the best laid plans may need to change due to extenuating circumstances. However, certain Guidelines have been put in place for this reason. Anyone who is in retake/defer status and cannot test due to an unforeseen circumstance must submit a formal withdrawal request. The request can be sent to contact@yourcommission.org no later than the last 9-10 days of the exam window.

With this request you will also need to provide proper documentation of the circumstance. If you withdraw after you scheduled your appointment and did not properly cancel with Pearson, you are not entitled to a refund.

Once the requested documents have been received by the Customer Service department they will then be reviewed. After review and approval is given, you will be refunded the exam fee only.

If you decide you do want to take the CCM exam at any time in the future, you will need to complete a new application and pay all fees in place at that time.

NOTIFICATION OF ELIGIBILITY EXPIRATION

You are allowed to make a one-time deferment only. If you have already deferred your exam one time, you will not be able to do so again. If you contact The Commission's Certification Coordinators to request a deferment and are told you are not eligible, you will be asked to complete a new application and pay all fees in place at that time.

PERMANENT WITHDRAWAL

If you choose to withdraw from testing, the exam fee will be refunded. If you withdraw after you scheduled your appointment and did not properly cancel with Pearson, you are not entitled to a refund. If you wish to withdraw and receive a refund, you need to make an official request in writing to contact@yourcommission.org no later than 10 days before the end of the exam window for which you were initially approved, and our Certification Coordinators will help you.

Once you have withdrawn, if you decide you do want to take the CCM exam at any time in the future, you will need to complete a new application and pay all fees in place at that time.

If you do not schedule and take your exam in the first available window for which you are approved, and you do not arrange for a deferment, you will NOT be refunded the exam fee. Exam fees paid but not used are NOT transferable to future exam cycles.

Requests for exam fee refund as a result of permanent withdrawal must be received in writing by The Commission **before** the last day of the exam cycle for which you were approved.

You must cancel any previously scheduled appointments with Pearson in order not to be charged the full test fee. The application fee is nonrefundable. To cancel your appointment, please log into your account and choose “Manage Exam” menu item.

“NO SHOWS”

If you fail to appear for your scheduled exam, and do not contact Pearson more than 48 hours in advance to cancel, you will be considered permanently withdrawn from the CCM examination window for which you were originally scheduled. “No Shows” **may** be able to request a one-time deferment **to the next available exam cycle**. If you are a “no show” for your scheduled exam, please contact The Commission’s Certification Coordinators to see if you are eligible for the one- time reschedule.

If you are eligible for an exam re-take and you do not test (and repay the exam fee) in the next available exam cycle, you will need to re-apply as a new applicant and pay all applicable fees in place at that time.

NAME CHANGES - LEGAL NAME CHANGE

You must provide The Commission with a copy of the legal documents authorizing the change of name. Email, mail or fax documentation to:

The Commission

1120 Rt. 73, Ste. 200

Mount Laurel, NJ 08054

Fax: 856-439-0525

Email: contact@yourcommission.org

NAME CHANGES - PEARSON DATABASE

You should have completed the CCM exam application using your name as it appears on your government-issued, photo ID. If the name on your application does not match the name on the government-issued ID you plan to bring to the test center, you should notify The Commission’s Certification Coordinators immediately to obtain a name change in the Pearson database.

You will be asked to verify your identity before your name change will be submitted.

If you do not inform The Commission's Certification Coordinators of any name differences, you may not be permitted by the Pearson staff to sit for the CCM exam. If you are turned away from the testing center, you may EITHER:

1. Contact The Commission's Certification Coordinators during normal business hours (M-F from 8:30 am to 5 pm ET) from the test site so staff can do their best to confirm identity with Pearson staff.

WARNING: WE CANNOT guarantee the confirmation of your identity nor the subsequent ability to test. In this case, you will need to either:

2. Defer to the next available exam cycle if eligible (see "Making Changes to Your Exam Appointment" section for details) and pay the deferment fee (see Fee Schedule).

-OR-

3. Re-apply and pay all fees in place at that time.

EXAM RESULTS

Each candidate who completes the exam is provided with an immediate pass/not pass, which displays on the computer screen. Pearson will email this notification to the address you used to schedule your exam.

This score is 99% accurate and is considered a preliminary pass/no pass notification.

You will be notified by The Commission, of your passed/not-passed status via email and on your account under "My Account". This information is posted in the [FAQs](#) under the Exam Results section. Please read this carefully so you know when to expect notification about your exam score, and when to expect your certificate and pin by mail for those who pass.

Those individuals who pass the exam will be asked to wait until receiving their official CCM certificate via mail before using the CCM credential.

To protect your privacy, score details are not released by telephone or fax. Upon verification of your identity, you can discuss your exam outcome with The Commission's Certification Coordinators once scores have already been received by email.

NON-DISCLOSURE STATEMENT/GENERAL TERMS OF USE/EXAM INTEGRITY

This exam is confidential and proprietary. It is made available to you, the examinee, solely for the purpose of assessing your proficiency level in the skill area referenced in the title of this exam. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior expressed written permission of The Commission.

Your answer record or items from the examination are not released for review. This policy is necessary to maintain the security of the examination item bank and it is strictly enforced.

FEE SCHEDULE – THE COMMISSION

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.

Application (NON-REFUNDABLE)	\$235
Exam	\$195
(This fee will be refunded if you are ineligible to sit for the exam)	
Total Paid with your Application (Application + Exam Fee)	\$430
One-time Deferment	\$85
Re-take	\$195
“No Show” missed exam	No refund of exam fee

FEE SCHEDULE – PEARSON

Over the phone scheduling fee	\$10
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This fee is only charged if a candidate needs Pearson’s assistance to schedule and exam appointment over the phone.

All candidates are encouraged to schedule via Pearson’s online system.

CONTACT

THE COMMISSION

Phone: 856-380-6836

Fax: 856-439-0525

Email: contact@yourcommission.org

PEARSON

Website: <https://www.pearsonvue.com/us/en/ccmc.html>

GLOSSARY OF TERMS

CANDIDATE ID NUMBER

The Commission provides candidates who have been approved to test with a number known as Candidate ID number. This is the number you need to provide when scheduling your exam.

EXAM RESCHEDULE

Cancelling or changing an exam appointment that has already been made. Available up to 2 days before the scheduled appointment by rescheduling directly on Pearson's website. Fee applies.

DEFERMENT

One-time reassignment from the first available exam upon eligibility approval to the next available exam. Fee applies.

“MY ACCOUNT”

This is where you applied for the CCM exam, and this will also provide your application approval and your testing results.

“NO SHOW”

A candidate who does not appear for a scheduled exam and does not contact The Commission or Pearson in advance to reschedule and/or create a deferment, if eligible.

RETAKE

An exam scheduled by a candidate who either does not pass the exam or needs to reschedule, if eligible. Fee applies.



Certification & development of client advocacy
professionals for a future-ready workforce

QUESTIONS? PLEASE CONTACT US:

**The Commission
1120 Route 73, Suite 200
Mount Laurel, NJ 08054
856.380.6836
contact@yourcommission.org**