
Case Management: Value of Certification

Given the ever-evolving demands of professional case management, certification stands as a cornerstone of demonstrated excellence. It validates an individual's skills, depth of knowledge, and wisdom, while reflecting an unwavering commitment to continuous professional development and dedication to upholding the highest standards of service in this dynamic field.

Certified case managers engage in lifelong learning to ensure they provide the most relevant and evidence-based interventions to the people they serve. In doing so, case managers remain central to delivering the highest value across the wellness continuum.

Because case management services are delivered by professionals of various human service background, certification is imperative to ensure a standard body of knowledge. Examples of professionals engaged in case management include but are not limited to nurses, social workers, counselors, pharmacists, and rehabilitation professionals. This broad and diverse expertise allows case management services to be individualized and person-centered.

Certification demonstrates that case managers have the competency to deliver services in an ethical manner that promotes well-being.

Professional case managers are essential to the nation's healthcare, mental health, and social support systems. Through ethical, person-centered care coordination, they navigate complex care needs, connect individuals with critical resources, and facilitate optimal outcomes. Their expertise improves the quality, experience, and overall value of care. Committed to advancing well-being, case managers address social drivers of health and support all populations receiving the necessary services to thrive.

ACMA and The Commission's Position

To uphold the highest standards of care, case managers should obtain certification upon meeting qualification requirements and receive appropriate compensation for their vital services. Recognizing the value of certification through its inclusion in reimbursement models is a necessary step toward strengthening care delivery, reducing costs, and improving outcomes

Definition of Case Management

Case Management is a dynamic process that assesses, plans, implements, coordinates, monitors, and evaluates to improve outcomes, experiences, and value.

The practice of case management is professional and collaborative, occurring in a variety of settings where medical care, mental health care, and social supports are delivered. Services are facilitated by diverse disciplines in conjunction with the care recipient and their support system.

In pursuit of health equity, priorities include identifying needs, ensuring appropriate access to resources/services, addressing social determinants of health, and facilitating safe care transitions. Professional case managers help navigate complex systems to achieve mutual goals, advocate for those they serve, and recognize personal dignity, autonomy, and the right to self-determination.