



GUIDE FOR PRE-APPROVAL



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

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INTRODUCTION

The Commission™ is dedicated to establishing and upholding exemplary standards of practice for client advocacy professionals. It strives to elevate service quality, cultivate professional pride across the field, and ensure that every individual receives support that meaningfully expands vocational opportunities.

The Commission believes that CCM® Board-Certified Case Managers and CDMS® Board-Certified Disability Management Specialists should continue to expand their skills to enhance the quality of the services they provide. The Commission's renewal requirements are designed to encourage CCM Board-Certified Case Managers and CDMS Board-Certified Disability Management Specialists to continue their professional education through the attainment of continuing education (CE) to help them serve their clients more effectively. Continuing education should enhance the knowledge of Board-Certified Case Managers and CDMS Board-Certified Disability Management Specialists above and beyond that which is required for initial certification.

While certified individuals have the option to achieve certification renewal through passing the examination, continuing education is much more frequently used as a method of certification renewal. Those who choose to renew through continuing education are required to achieve eighty (80) contact hours within the five-year period of certification.

To maintain a high quality of continuing education opportunities, The Commission has a pre-approval process for continuing education programs. Organizations that provide continuing education are encouraged to seek pre-approval of their programs, which signifies to all Board-Certified Case Managers and Board-Certified Disability Management Specialists that the programs are appropriate to use toward meeting the requirements of their certification renewal.

This guide is designed to describe the requirements and procedures involved for those organizations that wish to seek pre-approval of their programs. Continuing education providers may not promote any activity as pre-approved by The Commission, or use the CE approval statement, until the activity has been formally approved and assigned an activity code and approval number.

APPLICATION CATEGORIES

The Commission provides two types of applications for continuing education approval for organizations: Standard and In-Service.

STANDARD

All continuing education providers can apply using the standard application. Standard programs encompass all activities other than employee in-service programs. Only activities that permit registration and participation by the general professional community – without restriction – qualify for public listing and will appear in our continuing education approval program (CE Approval Program) Directory upon approval.

1. Providers submitting standard applications will submit one application for each activity.
2. Providers pay one fee per application.

3. Approval, once granted, is for one year, beginning on the approval date of the application.
4. Activities, once approved, may be offered an unlimited number of times within the specified approval period as long as the content remains the same.
5. Retroactive approvals are not granted for any program at any time.

IN-SERVICE

The In-Service application category was designed particularly for employers providing in-service continuing education to their employees at no charge and will NOT appear in the continuing education approval directory. (Example: a hospital providing employees with a regularly scheduled seminar series, at no charge to employees.) Orientation programs and programs on organizational policies can be approved for CE as long as the content is related to an identified professional gap.

1. In-Service applicants must submit one activity per application.
2. Approval, once granted, is for one year, beginning on the approval date of the application.
3. Activities, once approved, may be offered an unlimited number of times within the specified approval period as long as the content remains the same.
4. Retroactive approvals are not granted for any program at any time.
5. In-service activities may be considered a benefit and/or requirement of employment.

APPROVAL REQUIREMENTS

Regardless of the category under which an organization applies, the following requirements must be met.

1. The minimum CE amount that can be submitted for approval is 0.5 CE, or thirty (30) minutes in duration. The Commission only accepts quarter-hour increments (i.e. 0.5, 0.75, 1.00, 1.25 CEs etc.). The requested CE amount should strictly consist of instruction time and does NOT include introductions, coffee breaks, social hours, meals, etc.
2. The focus of the program must be to improve the participant's knowledge of or skill in the practice of case management.
 - a. To be approved, a program must clearly meet one of the domain focus areas for continuing education.
 - b. Content presented must be current and at a level that enables case managers to expand their skills to enhance the quality of the services they provide, helping them serve their clients more effectively.
 - c. Content must be balanced and free from any commercial bias.
3. Ineligible companies (defined as those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients - ACCME, 2020) may submit applications for pre-approval provided the content is non-biased and free from any promotion. All content from ineligible companies will be audited for compliance.
4. The purpose of the program must be clearly defined in terms of expected learning outcomes. Learning outcomes reflect what the learner will be able to do as a result of participating in the educational activity. These must describe significant and essential knowledge that learners will achieve and can reliably demonstrate at the end of a course or program.

5. The program must include an evaluation component completed by the participants. The extent to which the program met each of the stated learning outcomes must be included in the evaluation. The evaluation should also specifically ask how the activity will either be incorporated into or used in their practice.
6. It is The Commission's philosophical belief that all programs must be held in accessible, barrier-free locations so that no one with a disability is excluded from participation. The Commission strongly encourages all programs to comply with relevant federal, state/provincial, and local laws related to serving individuals with disabilities.

ETHICS APPLICATION

APPROVAL REQUIREMENTS FOR CONTINUING EDUCATION APPROVAL PROGRAM ETHICS APPLICATION

To earn CEs in the ethics focus area, the provider must identify the ethical concepts and standards to be presented and demonstrate how they will be connected to the content in the course for which they are applying for pre-approval. **Documentation must include evidence of ethics and its practical application within the body of the activity, to be demonstrated either by a comprehensive outline or copy of the presentation document, which is to be submitted as part of the application.**

THE COURSE CONTENT MUST INCLUDE:

- Discussion of ethics as it relates to The Commission's Code of Professional Conduct for Case Managers and Code of Professional Conduct for Disability Management Specialists and its practical application to the topic being presented. In the application, the provider will be asked to attest that these are included within the course content when applying for ethics approval and submit evidence of the application of the concepts within the outline or presentation documents to be used in the activity.

ETHICS TOPICS INCLUDE, BUT ARE NOT LIMITED, TO:

- History and evolution of values and ethics in case management
- Ethics theories, codes, interpretation, and application
- Professional values, character, morals, and self-awareness about professional ethical behavior
- Ethical decision-making processes, models, and dilemma examples
- Ethical conduct
- Ethical/moral development
- Interprofessional collaboration and ethics
- Ethical practice, including multicultural issues, cultural competence, diversity

WARNING: The Commission reserves the right to monitor the programs and activities for which it has granted approval and to withdraw its approval from any program or activity that is offered or presented in a manner that is inconsistent with approval requirements.

PLEASE NOTE: If you would like to receive ethics CE pre-approval and it is part of a larger educational activity, then you must submit two (2) separate applications -

one for the Ethics CE and one for the remaining CEs of the activity. Certificate of Completion should include the following CCM and/or CDMS ethics approval statement:

This program has been pre-approved by The Commission to provide Ethics continuing education credit to CCM® Board-Certified Case Managers. The course is approved for ___ Ethics CE contact hour(s).

Activity code: _____ Approval Number: _____

To claim these CEs, log into your dashboard at www.yourcommission.org

and/or

This program has been pre-approved by The Commission to provide Ethics continuing education credit to CDMS® Board-Certified Disability Management Specialists. The course is approved for ___ Ethics CE contact hour(s).

Activity code: _____ Approval Number: _____

To claim these CEs, log into your dashboard at www.yourcommission.org

APPLICATION PROCESS

FINDING THE APPLICATION

The application can be found on The Commission's website:

<https://yourcommission.org>.

STEP 1: If you are an existing continuing education provider, just log into your account at <https://yourcommission.org> by clicking on "LOG IN" at the top of the homepage. Once logged in successfully, choose "My Account" on the top of the homepage, login, and choose "[Submit a New CE Program for Approval](#)" from the menu options.

STEP 2: If you are a new provider and have not submitted a continuing education approval application yet, choose the "NEW CE PROVIDER" button on the provider page under "Education and Workforce Resources" on The Commission's website. You will be prompted to complete your company information. If you are a new submitter for a company, you can choose the magnifying glass to see if your company is already stored in the system. Once you complete the company information, please click "Submit."

If you are a CCM or CDMS or already have an account with us and submitting an application for the first time, choose the "EXISTING CCM/CDMS & NEW CE PROVIDER" button to login with your current login credentials. You will be directed to fill out your employer information and choose "Submit."

COMPLETING THE APPLICATION

Once the application is open, you will have the option to either fill out your company profile or log into your account. Please be sure to complete all parts of the online application.

STEP 3: Please be sure to complete all ***required** fields.

1. Select which type of credential you are applying to receive CE for. Please select "CCM", "CDMS", or "Both". If choosing both, additional fees will apply.
2. Please indicate whether this is an ethics or a general CE activity.
3. If you are applying for ethics pre-approval and choose "Ethics CE," you will be directed to the attestation page and will need to attest that the content

meets the criteria for ethics before proceeding to the next section. (This is based on The Commission's Codes of Professional Conduct.) The "I attest" check box must be checked in order to proceed to the next page.

**** PLEASE NOTE:** If you would like to receive Ethics CE pre-approval and it is part of a larger activity, then you must submit two (2) separate applications - one for the Ethics CE and one for the remaining CE of this activity. For this application, enter the amount of Ethics CE only.

STEP 4: Be sure to complete all ***required** fields.

1. Type of Instruction:
 - Meeting, Seminar, Workshop, or Webinar - Live (delivered in real time)
 - Seminar, Workshop, or Webinar - On-Demand (previously recorded)
 - Written/printed (enduring)
 - College/University Course
 - Conference (Live In-person)
 - Conference (Live Virtual)
 - Conference (Hybrid - In-Person, with live and/or recorded virtual sessions)
 - Conference (Recorded virtual)
2. Application Category (In-Service \$50 or Standard \$125)
3. CE Credits Requested (We do not accept any CEs under 0.5 and only accept quarter increments)
4. Date of Offering (Applications submitted 10-19 business days prior to date of offering are subject to a \$125 priority fee)
5. Word/Test Questions Count - only required for written/printed (enduring) material
6. Does the number of credits requested include only educational content? "Yes or No." **Please note that credit is not awarded for introductions, breaks, or meals.**
7. Program Name
8. Domain Focus (check all that apply)
9. Course Description (this should be a concise description of the activity): A well-written course description should clearly explain the purpose, scope, and key content of the activity. It must be beyond a brief sentence or restatement of the title and provide enough detail for prospective participants to understand what will be covered, who the program is intended for, and what knowledge or skills they can expect to gain. Include in the description how the activity will improve the professional practice of the attendee.
10. Please describe how this activity will improve the professional practice for the attendee.

STEP 5: Be sure to complete all ***required** fields.

1. Under "Manage Offerings," please choose the "add a new course offering" button.
2. Once you click on "add a new course offering" a pop-up box appears to complete the course offering. The course date is automatically populated for the initial offering based on the date entered in the Course Information section.

Be sure that **all mandatory and any relevant fields are completed in their entirety** so that the offering is displayed properly in the directory. To be included

in the directory all educational activities must be open and accessible to any participant without restriction. The entry must also include complete and accurate location or access information.

- **In-person activities** must list the full physical address of the venue, including city and state.
- **Online activities** must provide a direct link to the specific course registration and/or access page. Links that direct users to a general organizational homepage or generic website landing page are not acceptable.

This information ensures that participants can readily locate and access the activity without unnecessary navigation or additional searching.

For written/enduring programs, please select “Yes” for the field that asks if the activity is an online program. You will then be asked to put in the last date that the course will be available.

Managing course offerings after the course has been approved: After you have added the information about this course and you have additional offerings in the future, from your account choose “Manage Offerings” to list the rest of them. Please note this option is only available after the application has been approved. You will then select the course from the drop-down menu first and then choose “add a new course offering date” to add the course offering information. The same pop-up box will appear from step #5 to complete. All of this information is going to be displayed the directory for standard approval courses if they are accessible without restriction.

3. Once you have added all your course offerings, you can then edit them if needed by clicking on the pencil icon after the offerings are saved. To go back to the application, exit out of the offerings tab on your browser.
4. Please include at least three (3) Learning Outcomes. If you have more than ten (10) Learning Outcomes, you will be able to include them in the next section of the application under Promotional Materials. (Outcome: A written statement that reflects what the learner will be able to do as a result of participating in the educational activity. The outcome addresses the educational needs (knowledge, skills, and/or practices) that contribute to the professional practice gap and achieving the learning outcome results in narrowing or closing that gap. Courses should be planned with measurable learning s in mind. The learning outcome is identified from the gap analysis and is a reflection of the desired state of professional practice.

STEP 6: Be sure to complete all ***required** fields

1. Does the Certificate of Completion contain our approval statement? Please choose Yes or No.
2. How does a participant enroll in your program? (example: website, email or phone)
3. To what other organizations have you applied for pre-approval of this program? (Example: RN Board of Nursing, CRCC, CDMS)
4. What is the location of your program if it is a live event?

STEP 7: Be sure to complete all ***required** fields

1. Upload a copy of the Certificate of Completion

2. Upload a copy of the Participant Evaluation Form
3. Upload a copy of the Promotional Material – this should include the detailed outline/agenda of the course.

PLEASE NOTE:

- *If you are requesting ethics approval, you are required to upload a comprehensive outline or a copy of the presentation.*
- *If you are applying for written or enduring material, you must upload the post-test.*
- *If you are using Pilot Study as the method for calculating CEs, you are required to upload the completed pilot study forms from a minimum of six (6) subject matter experts.*

STEP 8: This is your chance to review your application. Please use the left side navigation bar to go back and correct any section of the application. If you are satisfied with your application, select “Submit and Pay” on the left side navigation bar. The “Submit and Pay” option will only be visible if your application is completed in its entirety.

Documentation /Attachments to be submitted in the “Uploads” section of the Application

You are required to include the following items in your application:

1. *Certificate of Completion* – The certificate of completion that you provide for your participants must include:
 - a. Participant’s name
 - b. Name and date of the course
 - c. Number of credits awarded
 - d. Provider organization name
 - e. Title, name and signature of an authorized representative from your organization
 - f. The Commission’s approval statement with approval number, activity code, and CE amount.
 - g. Retention statement, which indicates to the participants how long they must keep the certificate in case of audit. The Commission’s retention statement policy is that documents must be retained for one year past the participant’s Board-Certified Case Managers and Board-Certified Disability Management Specialists renewal date.
2. *Program Evaluation* – This is a copy of the evaluation your participants will be required to complete at the end of the activity to receive credit. You may use any evaluation method that is appropriate for your organization or program. *Evaluations must include participant assessment of the program’s success at meeting stated learning outcomes* and the value of the program to the participant’s practice of case management.
Examples (or similar questions):
 - As a result of this activity, I have gained knowledge that will improve my ability to apply this content in my professional practice. (using a scale from Strongly Agree → Strongly Disagree).
and
 - Describe one way the knowledge gained from this activity will impact your professional practice (free text response).

3. *Program Promotional Materials* – This shows our reviewers how the information about your program is being communicated to the public and your target audience. Must include:
 - a. Name of organization
 - b. Title of program
 - c. Outline and/or agenda for the program (include a detailed schedule for the activity)
 - d. Program goal(s)
 - e. Learning outcomes
 - f. Target audience
 - g. CE information - When creating and submitting your promotional materials you may add:

“This program has been submitted to The Commission for approval to provide Board-Certified Case Managers with ____ contact hour(s).

and/or

“This program has been submitted to The Commission for approval to provide Board-Certified Disability Management Specialists with ____ contact hour(s).”

FINAL STEP: PAYMENT

We accept Visa, Mastercard, American Express or you may choose to pay by check. Please be aware that we **do not review any application until payment is received.**

Option 1 - Credit Card

The preferred method of payment is by credit card. The Commission accepts MasterCard, Visa, and American Express. All credit card payments are processed securely. When paying by credit card, be sure to enter your information as requested on the payment portion of the application. You will be able to print your receipts after the payment section in the application.

Option 2 – Check

You also have the option of paying by check. Checks must be made payable to The Commission. A service fee of \$35 will be assessed for checks returned for insufficient funds or for charges made to closed accounts. Please send all checks to:

The Commission
1120 Route 73, Suite 200
Mount Laurel, NJ 08054

If you choose to pay by check, please print either the checkout screen or the email confirmation that you will receive and send it in with the check and then choose “Mail a Check Payment” at the checkout screen. Please do not send an application with the check.

PROGRAM REVIEW FEES

Review fees are calculated according to the category under which an organization applies and under which they are qualified.

| Category or Application Type | Fee* |
|--|----------------------------|
| Standard Approval Category | \$125 per Program/Activity |
| Employers Providing In-Service Education | \$50 per Program/Activity |
| Additional Priority Fee** | \$125 per Program/Activity |

*All fees are non-refundable.

**An additional priority fee of \$125 is charged to all organizations requesting rush processing of their application; this applies to any application submitted 10 to 19 business days prior to the date of offering. Applications submitted less than 10 business days in advance of the date of offering will not be accepted. No retroactive approvals are processed at any time. No exceptions.

HELPFUL HINTS FOR GETTING IT RIGHT

- To avoid paying the priority fee, allow enough time to complete, submit, and remit payment for your application. If you are submitting a check for payment, make sure to submit the application and that the check is received 20 business days or more in advance to allow for enough time for payment to be processed once it reaches The Commission's Office.
- The Commission will communicate with you via the email address you provide on your application. Please be sure to add ceapproval@yourcommission.org to your safe senders' list to ensure you receive all communication.

CERTIFICATE OF COMPLETION

As a provider of a continuing education activity that has been pre-approved for credits for Board-Certified Case Managers and/or Board-Certified Disability Management Specialists, you must provide each attendee of your event a Certificate of Completion. This documentation allows the participant to submit the credits earned from your organization's activity for renewal of their credential.

The Certificate of Completion must include:

- Approval statement – assigned to the activity that has been approved. This statement is in the letter of approval which you will receive after your program has been reviewed and approved.

The Commission Approval Statement (also provided in your approval letter)
This program has been pre-approved by The Commission to provide continuing education credit to CCM® Board-Certified Case Managers.

The course is approved for _____ CE contact hour(s).

Activity code: _____ Approval Number:

To claim these CEs, log into your dashboard at www.yourcommission.org.

and/or

This program has been pre-approved by The Commission to provide continuing education credit to CDMS® Board-Certified Disability Management Specialists. The course is approved for _____ CE contact hour(s).

Activity code: _____ Approval Number: _____

To claim these CEs, log into your dashboard at www.yourcommission.org.

- If applying for Ethics CEs, please see the following approval statement that should appear on the certificate:

The Commission Approval Statement (also provided in your approval letter)

This program has been pre-approved by The Commission to provide ethics continuing education credit to CCM® Board-Certified Case Managers.

The course is approved for _____ CE contact hour(s).

Activity code: _____ Approval Number: _____

To claim these CEs, log into your dashboard at www.yourcommission.org.

and/or

This program has been pre-approved by The Commission to provide ethics continuing education credit to CDMS® Board-Certified Disability Management Specialists. The course is approved for _____ CE contact hour(s).

Activity code: _____ Approval Number: _____

To claim these CEs, log into your dashboard at www.yourcommission.org.

****Assigned activity code and approval number should be added to your Certificate of Completion ONLY after you have received your approval letter from The Commission. (Please note that the activity code starts with a capital letter followed by eight numbers). You may also include the Continuing Education Approval Program seal of approval.**

- Activity descriptors – name of activity, location, and date (if applicable).
- Attendee's name
- Credit amount
- Provider organization name
- Name, title and authorized signature of appropriate person in your organization

Incorrect information distributed to participants will delay the processing of their continuing education credits. The Certificate of Completion is distributed only to those Board-Certified Case Managers and Board-Certified Disability Management Specialists who have successfully completed the activity.

WARNING: The Commission reserves the right to monitor the programs and activities for which it has granted approval and to withdraw its approval from any program or activity that is offered or presented in a manner that is inconsistent with approval requirements.

RECORD RETENTION:

Each organization approved by The Commission to offer continuing education must maintain the following records, for each approved activity, for a period of five (5) years.

- Course outline (including all dates and locations given, or time(s) offered online)
- Resume, CVs or biographical information for all presenters and/or authors
- Participant list
- Completed Evaluations
- Record of certificates issued

Each provider is required to have written policies, available upon request, which outline refund and cancellation policies.

PROMOTIONAL MATERIALS

Acceptable formats include but are not limited to email invitations, printed brochures and promotional copy on your organization's website.

All promotional materials must include the following:

- Name of organization
- When, where, and how to register for the program
- When and by what means a certification of completion will be issued to participants
- Provider contact information
- Presenter/Speaker biographical information
- Program Goal(s) includes your target audience
 - To educate CCM[®] Board-Certified Case Managers... (should capture the basic premise of your activity)
- Agenda - including times and information. Example:
7:30 - 8:30 a.m. Registration and Breakfast
8:30 - 9:30 a.m. Introduction and Overview
9:30 - 10:30 a.m. Speakers Name and Topics Covered

*** Please note that CEs are not awarded for introductions, breaks or meals.**

- Learning outcomes listed in terms of what the attendee should be able to do as a result of having completed this activity. They should be listed in objective, observable terms. Example:
 - *At the close of this activity, participants will be able to:*
 - *Recognize the relevance of communication as an essential component of effective case management*
 - *Identify the guiding principles of motivational interviewing*

- CE information – When creating and submitting your promotional materials you may add:

“This program has been submitted to The Commission for approval to provide Board-Certified Case Managers with __ contact hour(s).”

and/or

“This program has been submitted to The Commission for approval to provide Board-Certified Disability Management Specialists with __ contact hour(s).”

You may also add the Continuing Education Approval Program seal of approval, letting the CCM and CDMS certificants know it is pending approval from The Commission.

NOTE: The Commission reserves the right to deny or delay processing of your continuing education application if a brochure or other promotional material is not included as part of your application.

EVALUATION

Must include the following:

- Name of Program
- Personal information (to be completed by attendees)

Example: “Please enter your personal information below. This information will be used for the purposes of distributing CCM credit to you once you have completed the evaluation.”

- Name
- Company
- Address, City, State, Zip
- E-mail Address
- Phone Number
- Evaluation of program content must measure:
 - How well content met the stated learning outcomes. Each learning outcome listed in your promotional materials must be measured individually.
 - Effectiveness of speakers/presenters (if applicable)
 - Overall effectiveness of program content, including
 - Timeliness & relevance of content
 - Was the information presented free from commercial bias?
 - Was technology user-friendly and appropriate to support participant learning (if applicable)
 - Question regarding how the activity will change or impact personal practice
 - General participant feedback that your organization wishes to capture

NOTE: The Commission reserves the right to deny or delay processing of your application if the evaluation is not included as part of your application.

GUIDELINES FOR CE OFFERED SOLELY THROUGH WRITTEN MEANS (ENDURING MATERIAL)

Enduring material is a printed CE activity that may be used over time and which, in itself, constitutes a planned activity. In an enduring activity the provider creates the content.

AWARDING CONTACT HOURS

Contact hours are determined in a logical and defensible manner. Contact hours are awarded to participants for those portions of the educational activity devoted to the learning experience and time spent evaluating the activity. The method may include but is not limited to complexity of content (Mergener's formula) or pilot study.

One contact hour = sixty minutes. If rounding is desired in the calculation of contact hours, the provider should round to the nearest quarter.

For enduring materials based on complexity of content, the method for calculating the contact hours will use the Mergener formula. The Mergener formula allows for a method of assigning CEs based on the estimated time it takes to complete an Independent Study Learning activity – reading the learning activity content and completing the learner assessment.

The formula is based on the number of words in the text, the number of learner assessment questions and a subjective assessment of the difficulty level of the content using a 5-point Likert scale. The word count is to include only the content of the learning activity. The title, author information, references, and other non-content information is not to be included.

When applying for CE based on the Mergener formula, a copy of the posttest must be uploaded into the application into the "Uploads" section under "Additional Materials."

For purposes of determining the degree of difficulty, please use the following definitions:

Very Easy: The subject area is generally familiar, and the content is generally less complex for the target audience.

Somewhat Easy: The portion of the subject area is generally familiar, and a portion of the content is somewhat less complex for the target audience.

Moderate: The subject matter is moderately familiar to the target audience, and the content complexity is appropriate for the average member.

Difficult: A portion of the subject area is unfamiliar, and a portion of the content is complex for the target audience.

Very Difficult: The subject area is unfamiliar, and the content is complex for the target audience.

Target audience definitions:

- Entry level knowledge and skills in subject area
- Average knowledge and skills in subject area
- Advanced knowledge and skills in subject area

An alternative method to determine CEs for enduring materials can be via a Pilot Study. Participants in a pilot study assist in determining the length of time required for completing an educational activity so the number of contact hours to award can be calculated. Those participants may be awarded contact hours once the number is determined.

The Pilot Study must be conducted prior to approval of CEs, must include a minimum of six (6) subject matter experts to determine course timing and the completion of the pilot study form. Completed forms are submitted back and uploaded into the “Uploads” section of the Continuing Education Approval Program application for determination of CE amount.

DOMAIN FOCUS AREAS FOR CONTINUING EDUCATION

The following constitute the domain focus areas that are appropriate for continuing education for case managers. The list below denotes the domain and sub-domain focus areas on the CCM exam. Your organization’s continuing education program must fit within one or more of these categories, be current and at a level of knowledge expected of individuals who have already passed the CCM exam.

Care Management (30%)

45

| |
|---|
| • 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 |

Reimbursement Methods (12%)**18**

| |
|---|
| <ul style="list-style-type: none"> 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"> Recognize key features of accountable care organizations and managed care concepts |
| <ul style="list-style-type: none"> Identify private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individually purchased insurance, home care benefits, COBRA) |
| <ul style="list-style-type: none"> Identify military and veteran benefit programs (e.g., TRICARE and Veterans Administration) |
| <ul style="list-style-type: none"> Identify public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid) |
| <ul style="list-style-type: none"> Recognize available financial resources (e.g., waiver programs, special needs trusts, viatical settlements) |
| <ul style="list-style-type: none"> Apply utilization review/management principles, guidelines, and tools |
| <ul style="list-style-type: none"> Recognize coding methodologies (e.g., Diagnosis-Related Group, Diagnostic and Statistical Manual of Mental Disorders, International Classification of Diseases, Current Procedural Terminology) |
| <ul style="list-style-type: none"> Identify negotiation techniques (e.g., single case agreement, individual insurance policy, fee schedule agreements) |
| <ul style="list-style-type: none"> Define key features of insurance principles (e.g., benefit, copays) |

Psychosocial Concepts and Support Systems (20%)**30**

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| <ul style="list-style-type: none"> Recognize the signs of abuse and neglect |
| <ul style="list-style-type: none"> Understand how behavioral change theories and models impact client readiness (e.g., readiness for lifestyle behavioral change) |
| <ul style="list-style-type: none"> Understand the behavioral health concepts (e.g., diagnosis, dual diagnoses, co-occurring disorders, substance use) that influence client care needs |
| <ul style="list-style-type: none"> Promote client empowerment, engagement, and self-care management (e.g., self-advocacy, self-directed care, informed decision making, shared decision making, health education) |
| <ul style="list-style-type: none"> Apply tools and techniques to promote client engagement (e.g., motivational interviewing, goal setting, active listening, reflection, person-centered care approach, health coaching) |
| <ul style="list-style-type: none"> Apply crisis intervention strategies |
| <ul style="list-style-type: none"> Identify health-related social needs and associated resources |
| <ul style="list-style-type: none"> Recognize client support system dynamics, including both formal and informal supports |
| <ul style="list-style-type: none"> Assess health literacy, education needs, and language barriers |
| <ul style="list-style-type: none"> Understand interpersonal communication strategies (e.g., conflict resolution, group dynamics) |
| <ul style="list-style-type: none"> Recognize cultural, spiritual, and religious factors that may affect the client's care needs |
| <ul style="list-style-type: none"> Understand the assessments that measure psychological and cognitive capacity |
| <ul style="list-style-type: none"> Understand psychosocial aspects of chronic conditions and disability |
| <ul style="list-style-type: none"> Identify supportive care programs (e.g., health-related support groups and organizations, bereavement, spiritual/pastoral, caregiver-related) |
| <ul style="list-style-type: none"> Understand wellness and illness prevention concepts and strategies |
| <ul style="list-style-type: none"> Describe the key factors of social drivers of health (i.e., social determinants of health, health equity, health disparity) |
| <ul style="list-style-type: none"> Recognize how gender health influences care needs (e.g., sexual orientation, gender expression, gender identity) |
| <ul style="list-style-type: none"> Apply Trauma-Informed Care Principles |

Quality and Outcomes Evaluation and Measurements (10%)**15**

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| <ul style="list-style-type: none"> • Understand accreditation standards and requirements (e.g., The Joint Commission, CMS, NCQA) |
| <ul style="list-style-type: none"> • Describe the basic elements of cost-benefit analysis |
| <ul style="list-style-type: none"> • Understand role in data gathering, interpretation, evaluation, and reporting (e.g., readmission rates, denials, population volume reports) |
| <ul style="list-style-type: none"> • Describe health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group) |
| <ul style="list-style-type: none"> • 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) |
| <ul style="list-style-type: none"> • Describe quality indicators, applications, performance improvement and evaluation methods (e.g., clinical, financial, productivity, utilization, client experience of care) |
| <ul style="list-style-type: none"> • Understand the application of quality and performance improvement methods, tools, and processes |
| <ul style="list-style-type: none"> • Understand the impact of case management practices (e.g., care coordination, transitional planning) on value-based care |

Rehabilitation Concepts and Strategies (10%)**15**

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| <ul style="list-style-type: none"> • Understand current adaptive technologies (e.g., text telephone device, assistive devices for the deaf, orientation and mobility services) |
| <ul style="list-style-type: none"> • Determine basic functional capacity to identify care needs (e.g., ADLs, IADLs, cognitive status) |
| <ul style="list-style-type: none"> • Identify care coordination needs related to rehabilitation settings (e.g., LTAC, acute rehab, SNF) |
| <ul style="list-style-type: none"> • Understand unique rehabilitation aspects of care for people with disabilities and chronic illnesses (e.g., job analysis and accommodation, life care planning, developmental) |
| <ul style="list-style-type: none"> • Understand vocational rehabilitation programs and resources (e.g., workers' compensation, catastrophic injuries) |
| <ul style="list-style-type: none"> • 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) |

Ethical, Legal, and Practice Standards (18%)**27**

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| <ul style="list-style-type: none"> • Apply the ethical standards related to care management (e.g., principles, end of life, refusal of treatment/services) |
| <ul style="list-style-type: none"> • 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) |
| <ul style="list-style-type: none"> • Understand legal and regulatory requirements applicable to case management practice (e.g., corporate compliance, mandatory reporting, use of technology) |
| <ul style="list-style-type: none"> • Apply industry best practices associated with privacy and confidentiality |
| <ul style="list-style-type: none"> • Understand industry best practices associated with risk management |
| <ul style="list-style-type: none"> • Understand responsibilities associated with documentation and case summary |
| <ul style="list-style-type: none"> • Practice self-care, safety, and well-being as a professional |
| <ul style="list-style-type: none"> • 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) |
| <ul style="list-style-type: none"> • Advocate for the client and their support systems |

The following constitute the domain focus areas that are appropriate for continuing education for disability management specialists. The list below denotes the domain and sub-domain focus areas on the CDMS exam. Your organization's continuing education program must fit within one or more of these categories, be current and at a level of knowledge expected of individuals who have already passed the CDMS exam.

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| Domain 1: Disability and Work Interruption Case Management | 36% |
| A. Perform comprehensive individual case analyses with consideration to applicable benefits | |
| 1. The impact of illnesses and injuries to functional capacity | |
| 2. The impact of mental health conditions as they relate to functional capacity | |
| 3. The impact of comorbid conditions to functional capacity | |
| B. Analyze products, services, and strategies to ensure quality care, recovery, cost effectiveness, and to maximize return on investment | |
| C. Utilize effective communication strategies to facilitate collaboration among stakeholders (e.g., conflict resolution, negotiation, active and reflective listening) | |
| D. Demonstrate cultural competence in stakeholder interactions | |
| E. Conduct worksite/job analyses | |
| 1. Follow best practices for acquiring, measuring, and documenting findings | |
| 2. Knowledge of essential functions, tools, trainings, qualifications, modifications, accommodations | |
| F. Develop individualized worker Return-to-Work programs (e.g. stay-at-work, return-to-work, transitional work, leave of absence, employability, retraining) | |
| G. Leverage benefits, services, and community resources to facilitate optimal functioning (e.g., treating physician, independent clinical evaluations, expert medical opinion) | |
| H. Assess case progress and facilitate change throughout the continuum of care | |
| I. Disseminate and manage information in compliance with standard practice and regulations | |
| 1. Case documentation best practices (e.g., case notes, status reports, record rete | |
| 2. Privacy and confidentiality requirements (e.g., HIPAA, informed consent, release | |
| Domain 2: Workplace Interventions | 27% |
| A. Demonstrate compliance with local, state, and federal regulations (e.g., OSHA, ADA/AAA) | |
| B. Facilitate an interactive process that enables individuals functioning in the workplace (e.g., vocational rehabilitation, transitional employment, reasonable accommodation) | |
| C. Recommend individual and workplace strategies to address ergonomic, safety, and accessibility needs | |
| D. Leverage education and health-and-wellness resources to support individuals, organizations, and their communities | |
| E. Incorporate health risk factors and prevention strategies to reduce and prevent loss | |
| Domain 3: Program Development, Management, and Evaluation | 18% |
| A. Assess organizational needs and incorporate best practices to establish disability management program goals | |
| B. Advocate for change in organizational behavior/culture to support disability management program goals | |
| C. Participate in the design, implementation, and evaluation of a sustainable disability management program in collaboration with stakeholders | |
| D. Provide education and training consistent with disability management program goals and compliance | |
| E. Evaluate disability management program effectiveness and support improvement to determine performance metrics (e.g., trends, return on investment) | |
| F. Integrate internal and external services/partners (e.g., third party vendors) to align with disability management program goals | |
| G. Evaluate and utilize relevant technology to influence disability management | |

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| H. Recognize the strategies that support an inclusive and diverse workforce (e.g., employee resource groups, cultural sensitivity training) |
| I. Recognize the benefit plans and other services that optimize the health and productivity of individuals |
| Domain 4: Employment Leaves and Benefits Administration 19% |
| A. Identify elements of employer leave and benefit plans and how they relate to local, state, and federal regulations |
| 1. Income protection plans (e.g., Short and long term disability, Workers' comp, Pa |
| 2. Job protection plans (e.g., FMLA, Military leave) |
| 3. Healthcare benefit continuation plans (e.g., COBRA) |
| 4. Contractual employment and collective bargaining agreements |
| B. Identify how the relationship between employment leaves and work interruptions influences individual or organizational productivity |
| C. Communicate essential elements of benefits and employment policies to workers, managers, and other stakeholders |

WHAT WON'T BE APPROVED

- Any program that is drug or product-based Vendor fairs/exhibitor booths
- Any courses designed to prepare individuals to take the CCM/CDMS exams
- Incomplete applications
- Applications received without payment
- Retroactive courses and enduring material – we cannot post-approve learning activities at any point in time. **No exceptions.**
- Applications received less than 10 business days (two calendar weeks) before date of offering

FREQUENTLY ASKED QUESTIONS

Q. HOW CAN I GET MY ORGANIZATION'S PROGRAM APPROVED FOR CCM BOARD-CERTIFIED CASE MANAGERS and/or CDMS BOARD-CERTIFIED DISABILITY MANAGEMENT SPECIALISTS?

A. Submit your application with payment at least 20 business days (4 calendar weeks) before you offer your activity.

Q. IF MY PROGRAM IS APPROVED, WILL RNS OR SOCIAL WORKERS BE ABLE TO GET CREDITS FOR IT?

A. The Commission only grants CEs for Board-Certified Case Managers and Board-Certified Disability Management Specialists. To obtain any other professional type of CEs, please contact the appropriate state licensing/certifying board.

Q. WHAT IS THE CRITERIA REQUIRED TO GET MY ETHICS COURSE PRE-APPROVED?

A. To earn CEs in the ethics focus area, the provider must identify the ethical concepts and standards to be presented and how they are connected to the content in the course for which they are applying for pre-approval. Providers should have clear learning outcomes describing what a participant will be able to do at the end of the presentation and these learning outcomes should be clearly communicated. The course content must include the discussion of ethics as it relates to The Commission's Codes of Professional Conduct and their practical application to the topic being presented.

Q. WHEN DO I NEED TO SUBMIT TWO APPLICATIONS IF APPLYING FOR ETHICS APPROVAL?

A. If Ethics CE is part of a larger program or course, one application is pre-approved for Ethics CEs only. The second application is for the remaining credits offered within the program or course.

Q. HOW MUCH DOES IT COST TO GET MY ORGANIZATION'S PROGRAMMING PRE-APPROVED?

A. See fee schedule.

Q. WHAT IS THE DIFFERENCE BETWEEN A STANDARD APPLICATION AND THE IN-SERVICE APPLICATION?

A. Standard is for any programs other than employee in- service programs. (Activities that permit registration and participation by the general professional community - without restriction – qualify for public listing and will appear in the Continuing Education Approval Program Directory.) In-Service is solely for activities being offered to an organization's employees at no charge and will NOT appear in the directory.

Q. WHAT IS THE APPROVAL PERIOD?

A. Programs are approved for 12 months, beginning on the start date of program.

Q. I FORGOT TO SUBMIT MY ORGANIZATION'S PROGRAM FOR APPROVAL AND THE ACTIVITY HAS ALREADY TAKEN PLACE. WHAT CAN I DO?

A. The Commission will not retroactively approve programming for any reason, at any time.

Q. HOW FAR IN ADVANCE OF THE ACTIVITY SHOULD AN APPLICATION BE SUBMITTED?

A. Your application must be submitted at least 20 business days (4 calendar weeks) in advance of the activity date. Applications submitted between 10-19 business days must include the additional priority fee of \$125. Please do not submit an application more than 90 days before the start date of your activity, as the system will not accept it.

Q. HOW LONG IS THE TURNAROUND TIME FOR RECEIVING A DECISION ON MY APPLICATION?

A. Because of the large volume of applications we receive, it can take up to 30 calendar days after submission and receipt of payment to decide on an application. If a priority fee is paid, the Commission will expedite the review of your program.

Q. HOW DO I GET THE APPROVAL ONCE MY PROGRAM IS REVIEWED?

A. The final decision letter (approval or rejection) will be emailed to the contact person listed on your application. If approved, this letter will contain your approval number and the CCM and/or the CDMS approval statement (both of which must be included on any promotional materials and the certificate of completion provided to participants.) Please be sure to add ceapproval@yourcommission.org to your safe senders list.

Q. HOW MUCH IS THE TOTAL FOR MY PROGRAM APPROVAL IF I NEED TO PAY THE PRIORITY FEE?

A. See fee schedule.

Q. WHAT IF OUR COMPANY DOES NOT HAVE A BROCHURE FOR THE PROGRAM WE WOULD LIKE TO HAVE APPROVED?

A. If you do not have a brochure, you will need to create one. Your promotional materials can be an e-mail reminder to employees, promotional copy on your website, a formal, printed brochure, etc. There are further details regarding requirements for promotional materials at the end of this guide.

Q. I HAVE NOT RECEIVED MY APPROVAL YET. WHEN WILL I RECEIVE IT?

A. If you have not heard from The Commission via email within 30 business days of your application submission, please email ceapproval@yourcommission.org or call customer service at 856-380-6836 to check on the status of your application.

QUESTIONS ABOUT THE CONTINUING EDUCATION APPROVAL PROGRAM?

For inquiries about the Continuing Education Approval Program or a specific application, please contact:

THE COMMISSION

Email: ceapproval@yourcommission.org
Phone: 856-380-6836



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**