



PACETM RENEWAL GUIDE *FOR PRE-APPROVAL*



Commission for Case Manager Certification

ACCREDITED BY THE NATIONAL COMMISSION FOR CERTIFYING AGENCIES

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Introduction

The Commission for Case Manager Certification (the Commission) is committed to developing and maintaining exemplary standards of practice for professionals who practice case management. The Commission strives to elevate the quality of services provided to consumers so each and every professional takes pride in his or her chosen field, and so each and every consumer receives services that enhance his or her vocational opportunities.

The Commission believes that CCM® board certified case managers 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 CCM board-certified case managers to continue their professional education through the attainment of continuing education (CE) in order to help them serve their clients more effectively. Continuing education should enhance the knowledge of CCM board-certified case managers 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) clock hours within the five-year period of certification.

In order 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 CCM board-certified case managers 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 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. These are anything other than employee in-service programs and will appear in our PACE 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 amount of times within the specified approval period.
5. No retroactive approvals are 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 our PACE 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 amount of times within the specified approval period.
4. No retroactive approvals are 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 .5 CE, or thirty (30) minutes in duration. The Commission only accepts quarter increments i.e. .5, .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, as outlined on pages 18-21.
 - b. Content presented must be current and at a level that enable case managers to expand their skills to enhance the quality of the services they provide to help them serve their clients more effectively.
 - c. Content must be balanced and free from any commercial bias. Commercial Interest Organizations (defined as pharmaceutical/drug and medical device manufacturers) are permitted to submit applications for pre-approval, provided the content is non-biased and free from any promotion.
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 learning 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 on 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.

Renewal Application Process

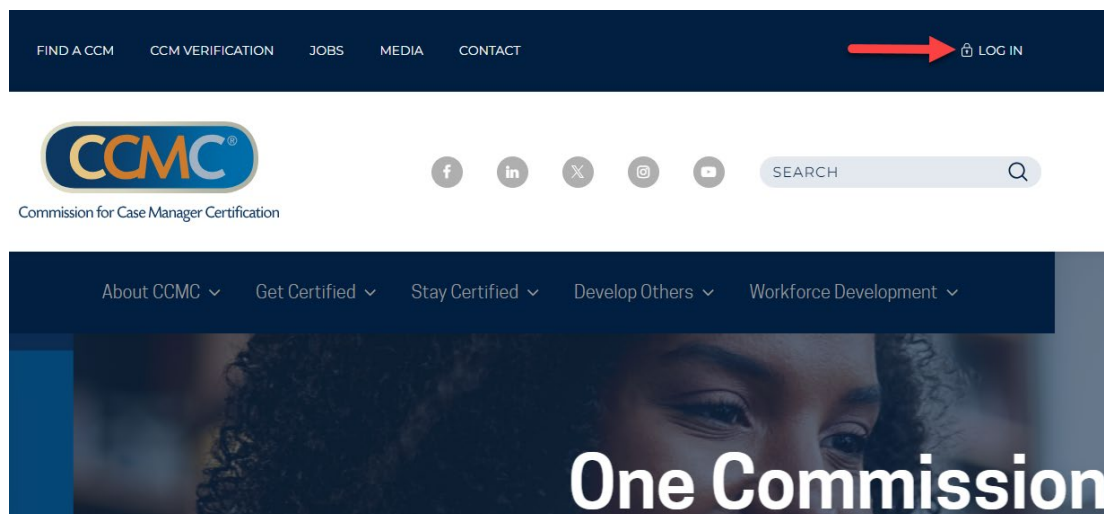
Finding the Renewal Application

Please note: You will not be able to submit your course for renewal if you have not previously submitted this course in our PACE online system. You will only have the option to renew your course beginning 90 days prior to the course expiration date.

The renewal application can be found on the Commission's website: www.ccmcertification.org.

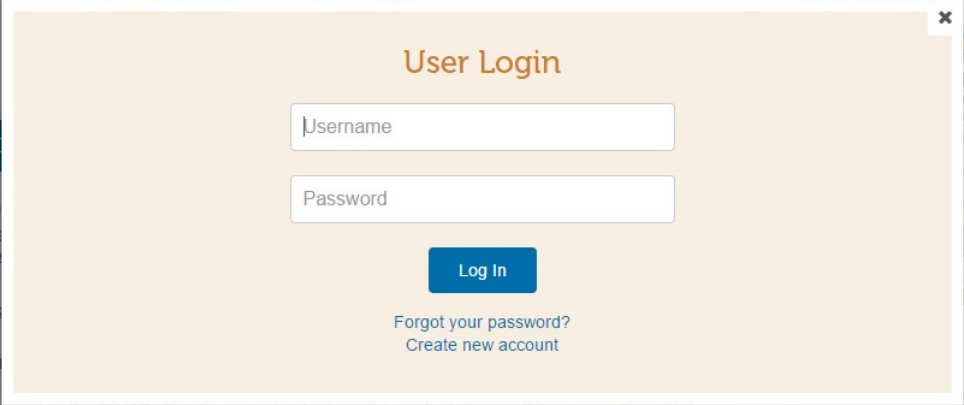
Step 1

Log into your PACE account by clicking on "LOG IN" at the top of the homepage located at www.ccmcertification.org



Step 2

Please login with your Username and Password that was issued to you previously.

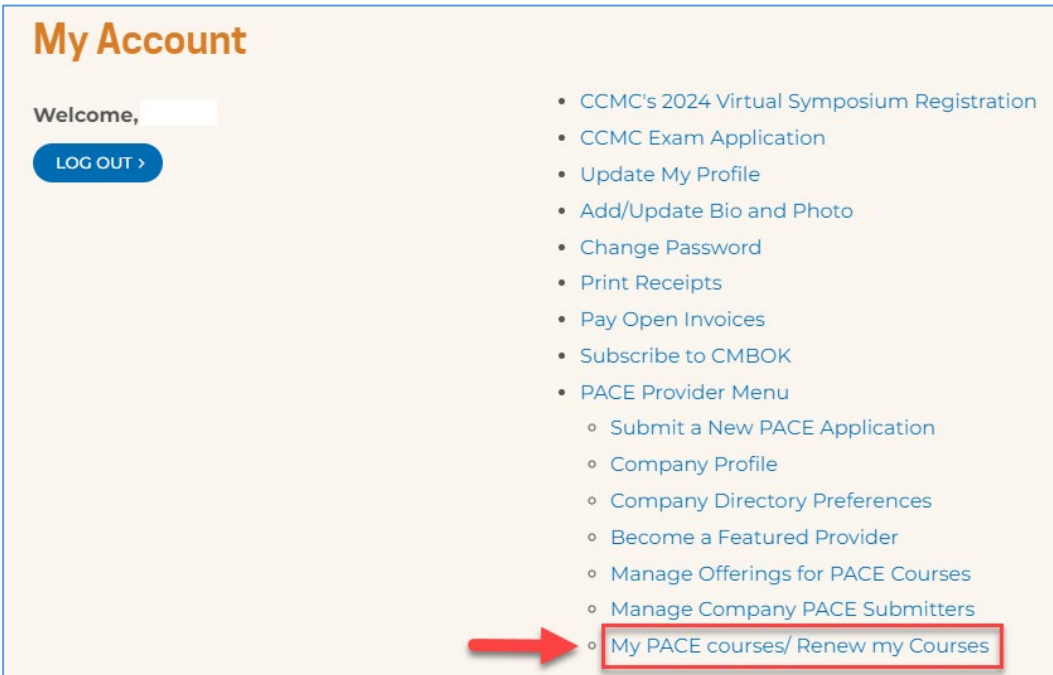


The image shows a 'User Login' form overlay on a website. The form has a title 'User Login' in orange. Below the title are two input fields: 'Username' and 'Password'. A blue 'Log In' button is centered below the fields. Below the button are two links: 'Forgot your password?' and 'Create new account'. The background shows parts of the website header, including 'der Directory' and 'PACE Seal of'.

Step 3

Once you are logged in, click on "MY ACCOUNT" at the top of the page to access the PACE Provider Menu.

Once you clicked on "MY ACCOUNT," click on "My PACE courses/Renew my Courses."

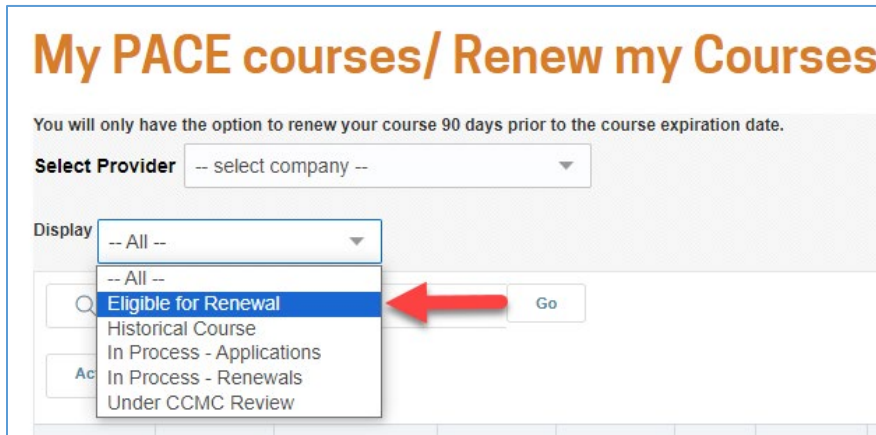


The image shows the 'My Account' page. On the left, it says 'Welcome, [username]' and has a blue 'LOG OUT >' button. On the right, there is a list of links. A red arrow points to the link 'My PACE courses/ Renew my Courses', which is also highlighted with a red box.

- CCMC's 2024 Virtual Symposium Registration
- CCMC Exam Application
- Update My Profile
- Add/Update Bio and Photo
- Change Password
- Print Receipts
- Pay Open Invoices
- Subscribe to CMBOK
- PACE Provider Menu
 - Submit a New PACE Application
 - Company Profile
 - Company Directory Preferences
 - Become a Featured Provider
 - Manage Offerings for PACE Courses
 - Manage Company PACE Submitters
 - My PACE courses/ Renew my Courses

Step 4

Choose “Eligible for Renewal” from the “Display” drop down menu.



My PACE courses/ Renew my Courses

You will only have the option to renew your course 90 days prior to the course expiration date.

Select Provider -- select company --

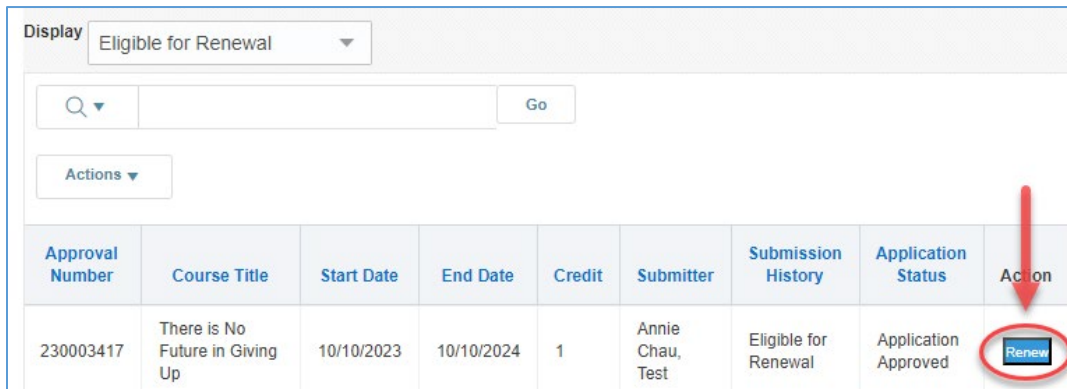
Display -- All --

- All --
- Eligible for Renewal
- Historical Course
- In Process - Applications
- In Process - Renewals
- Under CCMC Review

Go

Step 5

Choose “Renew” next to the specific application you would like to resubmit.



Approval Number	Course Title	Start Date	End Date	Credit	Submitter	Submission History	Application Status	Action
230003417	There is No Future in Giving Up	10/10/2023	10/10/2024	1	Annie Chau, Test	Eligible for Renewal	Application Approved	Renew

PLEASE NOTE: You can only renew courses beginning 90 days prior to their expiration dates. New applications will need to be submitted if the courses have expired.

Step 6

You will have to choose if your course has changed.

- If you choose “No,” you will **not** have the ability to edit the course CE credits or type of instruction.
- If you choose “Yes,” you will have the ability to edit all fields in the application. *PLEASE NOTE: If the course is ethics-related and it wasn’t pre-approved for ethics CE prior, please select “Yes,” as this will give you the option to mark that this is an ethics course in the application.*
- You will be required to add course offering information and upload course documentation.

My PACE courses/ Renew my Courses

Has this course changed?

When choosing "No" you will **not** have the ability to edit the course CE credits, learning objectives, or type of instruction. Course offering information and course uploads will be required when completing the application.

When choosing "Yes" you will have the ability to change all fields in the application. Course offering information and course uploads will be required when completing the application.

Please note: If you are renewing this course as an ethics course, please select "Yes." This will give you the option to mark off that this is an ethics course in the application.

NO

YES

Step 7

Your application will automatically populate the information that was entered previously in the application if you selected "Yes" to the previous question. The below screen shots will apply if you selected "No."

1. Please indicate whether this is an ethics or a general CE.
2. 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.

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

1. Ethics Course?

2. Course Information

3. Course Offerings & Learning Outcomes

4. Additional Questions

5. Uploads

Review

Please indicate below whether this is an ethics or a general CE course. If you choose "Ethics CE" you will be required to attest that the course meets the ethics criteria on the following page.

📌 Course content for ethics approval must include a discussion of ethics as it relates to the CCMC Code of Professional Conduct **and** its practical application to the content being presented. For more information on the ethics guidelines, please refer to page 4 of the [PACE Guide](#).

Application is for:*

☐ Ethics CE

☐ General CE

Save

Reset

If “Ethics CE” was selected, below is the attestation page that you will be directed to.

1. Ethics Course?

Ethics Attestation

2. Course Information

3. Course Offerings & Learning Outcomes

4. Additional Questions

5. Uploads

Review

Ethics Attestation

Ethics course content must include a discussion of ethics as it relates:

1) to the CCMC Code of Professional Conduct and
2) its practical application to the content being presented.*

☐ I Attest

Next

Step 8

Be sure to complete all ***required** fields. Please note: if you answered “No” to the initial page asking if the course has changed, you won’t be able to edit the type of instruction or CE credits requested 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 .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

Course Information

Type of Instruction*

Select One

Application Category*

Select One

CE Credits Requested -- Only Accept Quarter Increments*

Date of Offering (please note that applications submitted 10-19 business days prior to date of offering are subject to a \$125 priority fee)*

Word Count - Only required for written/printed (enduring) material

Test Questions Count - Only required for written/printed (enduring) material

Does the number of credits requested include only educational content?*

No

Credit is not given for introductions, breaks, or meals.

Program Name*

Focus*

☐ Disability and Work Interruption Case Management

☐ Workplace Intervention for Disability Prevention

☐ Program Development, Management and Evaluation

☐ Employment Leaves and Benefits Administration

☐ Ethics

Course Description

Please describe how this activity will improve the professional practice for the attendee*

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 could be just a brief description about the course)
10. Please describe how this activity will improve the professional practice for the attendee.

Step 9

Be sure to complete all ***required** fields. You will be required to enter in your course offerings in all renewal applications.

1. Under “Manage Offerings,” please choose the “CLICK HERE-MANAGE OFFERING” button.

1. Ethics Course?

Ethics Attestation

2. Course Information

3. Course Offerings & Learning Outcomes

4. Additional Questions

5. Uploads

Review

Manage Offerings *

Please fill out required course information by clicking the link below before saving this page. Then, choose “add a new course offering”.

[Click Here - Manage Offering](#)

Learning Outcomes

A minimum of three (3) learning outcomes are required for all activities. Learning outcomes will be what the learner will do after this activity (active), not what the presenter will do (passive). Outcomes must include one of these [action verbs](#).

Learning Outcome #1*

2. Once you click on “Manage Offering,” a new tab will populate on your browser. Click on “add a new course offering.”

Course Offerings

Please add all program course offerings below. Multiple dates can be added if the program will be offered again after the initial date.

[add a new course offering](#) ←

No offerings have been set up for this course yet.

3. This 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 PACE directory.

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 date that the course is available until.

Course Offering Information

Instructions

For standard approval courses, please make sure all relevant fields below are filled out in their entirety so that the offering is displayed properly in the PACE directory.

Course Date *

03/11/2024

Use either "MM/DD/YYYY" or "MM/DD/YYYY HH:MI AM" date formats.

Address Line 1

City

State

- select a state -

Province

Postal Code

Country

- select a country -

Fee

Enter numeric value only.

Course Registration Link

Special Instructions

Is this an Online Program?

All of this information will be populated in CCMC PACE Directory.

- After you have added the information about this course and you have additional offerings in the future, from your CCMC account choose "Manage Offerings for PACE Courses" to list the rest of them. All of this information is going to be displayed on our PACE Directory for standard approval courses (<https://ccmcertification.org/pace-provider-directory>)
- Once you added all your course offerings, you can edit them 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.

Manage Offerings *

Please fill out required course information by clicking the link below before saving this page. Then, choose "add a new course offering".

[Click Here - Manage Offering](#)

Learning Outcomes

A minimum of three (3) learning outcomes are required for all activities. Learning outcomes will be what the learner will do after this activity (active), not what the presenter will do (passive). Outcomes must include one of these [action verbs](#).

Learning Outcome #1*

Learning Outcome #2*

Learning Outcome #3*

Learning Outcome #4

Learning Outcome #5

Learning Outcome #6

Learning Outcome #7

Learning Outcome #8

Learning Outcome #9

Learning Outcome #10

Does the evaluation measure the learning outcomes?*

Select One ▾

Save

Reset

- Please include at least 3 Learning Outcomes. If you have more than 10 Learning Outcomes, you will be able to include them in the next section of the application under Promotional Materials. (**A learning outcome describes the overall purpose or goal from participation in an educational activity.** Courses should be planned with a measurable learning outcome in mind. Objectives are used to organize specific topics or individual learning activities to achieve the overall learning outcome. The learning outcome is identified from the gap analysis. The learning outcome is a reflection of the desired state.)

Step 10

Be sure to complete all ***required** fields

- Does the Certificate of Completion contain our approval statement? Please choose Yes or No.
- How does a participant enroll in your program? (example: website, email or phone)
- 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?

1. Ethics Course?	Additional Questions Does the Certificate of Completion contain the following approval statement: "This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM board certified case managers."* <input type="text" value="Select One"/> How does a participant enroll in your program?* <input type="text"/> To what other organizations have you applied for pre-approval of this program?* <input type="text"/> What is the fee to participants for the program? <input type="text"/> What is the location of your program if it is a live event? Please enter N/A for home study and internet programs.* <input type="text"/> What value/benefit do you receive from the PACE program? <input type="text"/>
2. Course Information	
3. Course Offerings & Learning Outcomes	
4. Additional Questions	
5. Uploads	
Review	

Step 11

Be sure to complete all ***required** fields. Course uploads are required to be uploaded for all renewal applications.

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 for ethics approval, you are required to upload a comprehensive outline or a copy of the presentation.*
- *If you are submitting an application 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.*

1. Ethics Course?
2. Course Information
3. Course Offerings & Learning Outcomes
4. Additional Questions
5. Uploads
Review

Uploads

You are required to upload a copy of the certificate, evaluation, promotional material & agenda. Please refer to pages 14-15 of our [PACE Guide](#) for the guidelines for these documents.

PLEASE NOTE: If you are requesting for *ethics approval*, you are *required to upload a comprehensive outline or a copy of the presentation*.

If you are submitting an application for *home study* (written or enduring material) using [Mergener formula](#) as the method for calculating CEs, you are *required to 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 subject matter experts*.

Certificate of Completion**

Choose File

No file chosen

Evaluation Form**

Choose File

No file chosen

Promo Material #1**

Choose File

No file chosen

Additional Material #1

Choose File

No file chosen

Additional Material #2

Choose File

No file chosen

Documentation /Attachments to be Submitted

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

1. ***Certificate of Completion***—The certification of completion that you provide to 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 amount of CE
 - 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 CCM board certified case manager’s 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 in order 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 (specifically "Will you change your practice based on this knowledge?" or "How will this activity impact your practice?"

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:
- Name of organization
 - Title of program
 - Outline and/or agenda for the program (include a detailed schedule for the activity)
 - Program goal(s)
 - Learning outcomes
 - Target audience
 - CE information - When creating and submitting your promotional materials you may add, *"This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with ____ clock hour(s).*

You may add the PACE seal of approval to your documents:



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 made.

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 Commission for Case Manager Certification. A service fee of \$35 will be assessed for checks returned for insufficient funds or for charges made to closed accounts.

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 National Office.
- The Commission will communicate with you via the email address you provide on your application. Please be sure to add pace@ccmcertification.org to your safe senders' list to ensure you receive all communication.

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 period(s) offered online)
- Resume, CVs or biographical information for all presenters and/or authors
- Participant list
- Completed Participant Evaluations
- Record of certificates issued

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

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

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

Recognize reimbursement and payment methodologies (e.g., bundled payment, case rate, prospective payment systems, value-based care, financial risk models, worker's compensation)

Recognize key features of accountable care organizations and managed care concepts

Identify private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individually purchased insurance, home care benefits, COBRA)

Identify military and veteran benefit programs (e.g., TRICARE and Veterans Administration)

Identify public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid)

Recognize available financial resources (e.g., waiver programs, special needs trusts, viatical settlements)

Apply utilization review/management principles, guidelines, and tools

Recognize coding methodologies (e.g., Diagnosis-Related Group, Diagnostic and Statistical Manual of Mental Disorders, International Classification of Diseases, Current Procedural Terminology)

Identify negotiation techniques (e.g., single case agreement, individual insurance policy, fee schedule agreements)

Define key features of insurance principles (e.g., benefit, copays)

PSYCHOSOCIAL CONCEPTS AND SUPPORT SYSTEMS

Recognize the signs of abuse and neglect

Understand how behavioral change theories and models impact client readiness (e.g., readiness for lifestyle behavioral change)

Understand the behavioral health concepts (e.g., diagnosis, dual diagnoses, co-occurring disorders, substance use) that influence client care needs

Promote client empowerment, engagement, and self-care management (e.g., self-advocacy, self-directed care, informed decision making, shared decision making, health education)

Apply tools and techniques to promote client engagement (e.g., motivational interviewing, goal-setting, active listening, reflection, person-centered care approach, health coaching)

Apply crisis intervention strategies

Identify health-related social needs and associated resources

Recognize client support system dynamics, including both formal and informal supports

Assess health literacy, education needs, and language barriers

Understand interpersonal communication strategies (e.g., conflict resolution, group dynamics)

Recognize cultural, spiritual, and religious factors that may affect the client's care needs

Understand the assessments that measure psychological and cognitive capacity

Understand psychosocial aspects of chronic conditions and disability

Identify supportive care programs (e.g., health-related support groups and organizations, bereavement, spiritual/pastoral, caregiver-related)

Understand wellness and illness prevention concepts and strategies

Describe the key factors of social drivers of health (i.e., social determinants of health, health equity, health disparity)

Recognize how gender health influences care needs (e.g., sexual orientation, gender expression, gender identity)

Apply Trauma-Informed Care Principles

QUALITY AND OUTCOMES EVALUATION AND MEASUREMENTS

Understand accreditation standards and requirements (e.g., The Joint Commission, CMS, NCQA)

Describe the basic elements of cost-benefit analysis

Understand role in data gathering, interpretation, evaluation, and reporting (e.g., Readmission rates, denials, population volume reports)

Describe health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group)

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)

Describe quality indicators, applications, performance improvement and evaluation methods (e.g., clinical, financial, productivity, utilization, client experience of care)

Understand the application of quality and performance improvement methods, tools, and processes

Understand the impact of case management practices (e.g., care coordination, transitional planning) on value-based care

REHABILITATION CONCEPTS AND STRATEGIES

Understand current adaptive technologies (e.g., text telephone device, assistive devices for the deaf, orientation and mobility services)

Determine basic functional capacity to identify care needs (e.g., ADLs, IADLs, cognitive status)

Identify care coordination needs related to rehabilitation settings (e.g., LTAC, acute rehab, SNF)

Understand unique rehabilitation aspects of care for people with disabilities and chronic illnesses (e.g., job analysis and accommodation, life care planning, developmental)

Understand vocational rehabilitation programs and resources (e.g., Workers' Compensation, catastrophic injuries)

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

(SEE SPECIFIC CRITERIA FOR ETHICS APPLICATIONS)

Apply the ethical standards related to care management (e.g., principles, end of life, refusal of treatment/services)

Engage in professional conduct (e.g., cultural and linguistic sensitivity, scope of practice, education, license, and/or certification)

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)

Understand legal and regulatory requirements applicable to case management practice (e.g., corporate compliance, mandatory reporting, use of technology)

Apply industry best practices associated with privacy and confidentiality

Understand industry best practices associated with risk management

Understand responsibilities associated with documentation and case summary

Practice self-care, safety, and well-being as a professional

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)

Advocate for the client and their support systems

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 exam
- 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

Questions about the PACE Program?

For inquiries about the PACE program or a specific application, please contact:

The Commission for Case Manager Certification

Email pace@ccmcertification.org
Phone 856-380-6836