

**NATIONAL ACADEMY
of
CERTIFIED CARE MANAGERS**

CMC RECERTIFICATION INSTRUCTIONS



*Striving to certify knowledgeable, experienced,
and ethical care managers*

RECERTIFICATION POLICY

The National Academy of Certified Care Managers (NACCM) requires renewal of certification every three (3) years. The recertification process ensures that the Care Manager Certified (CMC) maintains and is able to demonstrate a high level of knowledge and competence in care management and remains current in their care management knowledge, including with respect to new developments.

It is the responsibility of the CMC to submit the CMC Recertification Form and Continuing Education Summary Form(s) along with the recertification fee by the last day of the month of expiration. Applications received after the recertification deadline are subject to a late fee. A candidate may submit a written request along with payment for a one-time extension of six (6) months.

If certification lapses for more than six (6) months, the CMC must re-apply, meet application criteria, pay associated fees, and sit for the examination.

If a certificant chooses not to renew their CMC certification due to extenuating circumstances or retirement, the certificant may submit a request to move to the CMC-Inactive (CMC-Inactive) or CMC-Retired (CMC-Ret) status.

The purpose of the **CMC-Inactive** (CMC-Inactive) and **CMC-Retired** (CMC-Ret) status designations are to recognize years of service in caring for families and clients and to acknowledge commitment to the importance of the certification process.

See Appendix A (page 11) for details on the CMC-Inactive (CMC-Inactive) or CMC-Retired (CMC-Ret) status.

CRITERIA FOR CMC RECERTIFICATION

In order to renew certification, CMCs must:

1. Adhere to the NACCM Code of Ethics and Standards of Practice.
2. Provide care management service as care manager, care manager supervisor, administrator of a care management program, or consultant to a care management program during the three-year certification period.
3. Earn a total of 45 contact hours of continuing education during the three (3) year certification period (approximately 15 per year).
4. Participate in ongoing professional consultation/supervision and provide documentation of continuing education on the forms provided.

If unable to meet the above continuing education criteria, the CMC may renew by examination.

RECERTIFICATION FEES

The following fees apply:

CMC recertification fee	\$195
CMC-Inactive fee	\$75
CMC-Retired fee	\$75
*Late fee up to 90 days	\$75
*Six-month extension fee (must be requested in advance in writing)	\$100

**Late and extension fees are in addition to the application fee & non-refundable*

Payment may be submitted by check with the application recertification form or paid online through PayPal at www.naccm.net.

For **recertification by examination**, current exam fees will apply.

Refunds

If an applicant is found ineligible for recertification or withdraws their recertification application for any reason, the fee will be refunded less a \$75 processing fee.

REQUIREMENTS FOR RECERTIFICATION

1. Adhere to NACCM Code of Ethics and Standards of Practice:

CMCs are asked to adhere to the NACCM Code of Ethics and Standards of Practice. To review please visit www.naccm.net

2. Practice:

The CMC seeking recertification must be actively engaged in care management practice during the certification period in one or more of the following roles: direct care management practice, care manager consultation/supervision (as a leader or participant), administrator of a care management program or practice, consultant/educator regarding care management program development, professional consultation/supervision, quality assurance, or education.

The CMC's care management practice must include Content Domains and Care Manager Tasks (see list on pages 8-9).

3. Professional Supervision/Consultation:

NACCM views supervision as an ongoing process of consultation and performance appraisal for the purpose of maintaining and improving the quality of one's care management practice. Professional consultation/ supervision may be conducted by professional peers, mentors, or supervisors in formal and/or informal arrangements. Activities may include face-to-face, individual, group or peer review of performance, record review or audit, case review, or client satisfaction survey/analysis. The content of professional consultation/supervision

should include discussion of care management issues, ethical issues, care plan development and care management interventions, use of clinical skills, and core care manager functions. The supervision may be provided onsite, electronically, or via teleconference.

While NACCM does not require a specific number of hours per year for recertification, ongoing participation in professional consultation / supervision is required.

4. Continuing Education:

Recertification requires a minimum of 45 hours of documented continuing education during the three (3) years of certification.

Continuing education hours can be obtained either as a participant or a presenter of a program meeting NACCM criteria.

Continuing education content must be:

- At least one hour (60 minutes) in length.
- Related to the NACCM Content Domains and Task Statements (see pages 8-9). *CE content areas may include but are not limited to those listed on page 9.*
- Presented by certified care managers, licensed professionals, such as physicians, attorneys, social workers, nurses, psychologists, researchers, or other experts in the field.
- Targeted to a professional audience (does not include networking groups, support groups, community or church groups, etc.).
- Offered in the context of a college level course, institute, seminar, workshop, conference, or in-service training.
- Accrued during the three-year certification period (approximately 15 hours per year).

While continuing education contact hours can be accrued through in-person or online events, in-person participation is encouraged whenever possible. Professional journal with a post-test and home study programs are accepted.

The following types of presentations do not meet the CE requirements stated above: marketing presentations, informational exchanges or networking activities, church groups, clubs, support groups, CNA/caregiver training, CPR training, etc.

Teaching*

CMCs may accrue continuing education hours by teaching at colleges and universities, institutes, seminars, workshops, and conferences. Verification of the content, and length (time) of the presentation must be provided. A presentation or course cannot be submitted more than once per year.

Curriculum Development*

CMCs may accrue continuing education credits for curriculum development activity, provided:

1. The course under development is at the college level; **and**
2. The course content is care management specific.

The curriculum development and course cannot be submitted for the same year and not more than once per year.

** Teaching and/or curriculum development may not exceed ten (10) contact hours per year during the certification period.*

Field Placements, Practicums, Peer Consultation/Supervision

Because of the variability of field placement requirements nationally, field placement or practicum supervision does not meet the requirements of continuing education.

Supervisory sessions, peer consultation (telephonic or in-person), or case reviews do not count as continuing education and contact hours are not earned for these activities.

Calculating Contact Hours

In calculating the 45 contact hours of continuing education, the following guidelines apply:

- 1 contact hour = 60 minutes of classroom time
- 1 academic semester credit course = 15 contact hours

Introductory and closing remarks, business meetings, exhibits, networking meetings, support groups, breaks, meals, receptions, etc., will not be included in the computation of contact hours.

Proof of attendance

It is the responsibility of the CMC to maintain CE certificates or proof of participation on file. Submission of CE Certificates with recertification is not required for courses that are pre-approved by NACCM. Certificates are required for those courses that are not pre-approved by NACCM.

CMC must keep all documentation on file for three (3) years following submission of the recertification. NACCM reserves the right to conduct random audits to verify professional continuing education at any time during the certification period for which the recertification is requested.

Any one of the following are accepted forms of proof of attendance at or participation in an educational activity:

1. A copy of an official continuing education certificate or certificate of attendance that includes the CMC's name, the name, location and date of the program, the number of

contact hours earned, and the name of the presenter or sponsoring organization.

2. The program agenda or syllabus, with the presenter's name and credentials, the content or course objectives, location, dates, total number of hours attended, and the CMC's name.
3. A letter on the sponsoring organization's letterhead, giving the name of the program, presenter's name and credentials, content, location, dates, total number of hours attended, and the CMC's name.
4. A formal course transcript from an educational institution that includes CMC's name and passing grade(s).
5. A letter or other documentation verifying the teaching or curriculum activities, giving the CMC's name, program location, dates, subject taught, and total number of hours of instruction or curriculum development.

APPLICATION INSTRUCTIONS

- Complete the CMC Recertification Form
- Complete the Continuing Education Summary Form and submit along with documentation as required
- Submit payment and any applicable late fees

Please note that incomplete applications will delay processing of your recertification and potentially interrupt your period of certification.

Please mail, fax, or email the completed recertification forms along with payment to:

NACCM - 3275 W. Ina Road, Suite 130 - Tucson, AZ 85741

Fax: 520.325.7925 email: sgarcia@naccm.net

Payment may be submitted by check with the application or paid online through PayPal at www.naccm.net.

FAILURE TO MEET RECERTIFICATION CRITERIA

Failure to fulfill the continuing education requirement by the recertification date renders the certification in suspension. All rights granted by NACCM are null and void until the requirement is fulfilled and a non-refundable late recertification fee is paid. The applicant has six (6) months from the date on the certificate to be reinstated. If not renewed within the six-month grace period, certification expires.

If the CMC cannot meet the practice and continuing education requirements for recertification, or if certification expires, the CMC must reapply for certification. This includes submitting the application and associated fees, sitting for, and passing the certification examination.

REVOCACTION OF CERTIFICATION Policies and Procedures

NACCM is a certifying body that employs the use of a practice-related exam to determine that individuals who use the designation Care Manager Certified meet a minimum standard of experience and knowledge. This is done in an effort to protect consumers and contribute to the professionalization of the care management field.

Consistent with other certifying bodies, NACCM strives to promote and maintain the highest standards of service and conduct for all persons it has recognized and certified to use its certification mark of CMC. Implied in the use of this mark, individuals are expected to comply with:

All laws and requirements that govern their primary profession (when there is one, such as social work, nursing, psychology, etc);

Code of Ethics and Standards of Practice of NACCM as well as all professional associations to which they belong related to care management service provision;

And to act in an ethical and professionally responsible manner toward clients, payers, and others who engage services or partner with the Care Manager Certified (CMC).

Misconduct leading to revocation of the CMC consists of:

1. Falsification of any information in the certification application or recertification process;
2. Any irregularities in relationship to the testing process;
3. Failure to maintain any eligibility requirements;
4. Misrepresentation or misuse of certification status;
5. Failure to pay initial or recertification fees;
6. Revocation of a license in a primary profession;
7. Actions that lead to limitations or sanctions imposed by another professional organization/association;
8. Any illegal practices;
9. Gross negligence or willful misconduct in the performance of professional services based on demonstrable, substantive violations of the Ethical Principles and Standards of Practice resulting in material harm

NACCM reserves the right to revoke the certification of any individual who is found and determined by its internal processes to violate any of the above and to publish certification revocations.

Complaints and Discipline

Complaints regarding possible misconduct by a CMC, including violations of the Ethical Principles or Standards of Practice, must be submitted in writing to the NACCM CEO. Complaints must identify the specific items(s) listed in the NACCM disciplinary policy.

1. Complaints will undergo an administrative review by the NACCM CEO, President, and legal counsel within 30 days of receipt to determine if the alleged misconduct falls within the scope of disciplinary policy and warrants investigation.
2. If it is determined that the complaint properly alleges one or more grounds for disciplinary action and warrants investigation, then the President will designate a task force to investigate and make a determination regarding the complaint.
3. The accused CMC will be notified of the complaint, provided a copy of the complaint, and given an opportunity to formally and in writing admit to or refute the accusations.
4. The investigation may require procuring additional materials and interviews with relevant people.
5. If it is determined by the task group that the CMC engaged in misconduct and disciplinary action is warranted, the consequences can range from a letter of reprimand; requiring the accused to complete an educational course on ethics; suspension of CMC status for a fixed period; or revocation of CMC status.
6. Every effort will be made to reach a decision in a timely manner; however, extended time may be needed to ensure full due process.
7. NACCM may defer action or decision on a complaint if the same or substantially the same allegations are being addressed by another appropriate body or by a court or governmental regulator.
8. An adverse finding and/or disciplinary action may be appealed by the CMC to the full Board of Directors.
9. NACCM may notify interested persons and organizations of suspensions and revocations.

NACCM Content Domains and Care Manager Tasks

Domain I. Assess and identify client strengths, needs, concerns, and preferences

1. Screen a potential client in order to determine the appropriateness of and eligibility for service
2. Conduct a comprehensive assessment of the client
3. Conduct an assessment of the client using standardized instruments
4. Conduct an assessment of the client's informal and formal support system
5. Assess the client's ability to participate in developing the care plan
6. Collect additional data by contacting relevant sources (e.g. physician(s), social support systems, and other care providers) in order to validate and expand the information obtained
7. Synthesize and interpret the assessment data
8. Document all intake and assessment information

Domain II. Establish goals and a plan of care

1. Prioritize areas of concern in collaboration with client and support system in order to identify potential areas for intervention
2. Identify options and resources that address the areas identified for intervention
3. Discuss with the client the advantages, disadvantages, and costs of available/appropriate options and resources
4. Work with client/responsible party in order to establish mutually agreed upon goals
5. Develop action steps in order to achieve the agreed upon care plan goals
6. Develop a timeline for implementation
7. Document care plan

Domain III. Implement care plan

1. Coordinate services and interventions
2. Communicate to the client and the client's support system the goals of the care plan
3. Obtain consensus of the client and client support system for the care plan
4. Document action steps taken related to the provision of services and progress toward goals

Domain IV. Manage and monitor the ongoing provision of and need for care

1. Monitor service delivery and intervention(s)
2. Perform periodic reassessment of client status
3. Evaluate client satisfaction with services
4. Evaluate progress toward goal achievement
5. Determine need for and make adjustments to care plan
6. Document monitoring activities and client status
7. Develop a process for termination of services
8. Document reasons for service termination in client record

Domain V. Ensure professional practice & supervision of care management

1. Promote client autonomy and right to self-determination
2. Recognize and respect diversity with respect to factors such as race, culture, ethnicity, gender, religion, sexual orientation, national origin, age, disability or socioeconomic status, in order to uphold client's value system, preferences, and choices
3. Adhere to standards of practice and professional codes of ethics and strategies for identifying and resolving ethical dilemmas
4. Document and analyze business practices, risk management strategies and financial metrics to ensure they are consistent with the standards of practice and code of ethics of the profession and to ensure quality and effective services administration to clients
5. Participate in peer review and/or clinical supervision
6. Develop knowledge of the principles of effective supervision of care management services and perform ongoing monitoring of supervised staff to ensure accountability, success, and self-efficacy

Content domains, care manager tasks, and percentages were reviewed, updated, and approved by the Board of Directors on September 7, 2016.

Sample Continuing Education Topics

Acceptable topics include but are not limited to the following:

- human development, personality, behavior, systems, family, change, adult learning and crisis theory
- conflict resolution techniques
- time management techniques
- motivational techniques
- negotiation and mediation strategies
- problem solving techniques
- interpersonal relations
- communication techniques
- teaching and coaching techniques
- outcome measurement and quality assurance practices
- applicable standards of practice and ethical guidelines
- HIPAA
- informed consent
- professional liability
- legal and ethical issues
- appropriate record keeping and documentation
- writing goals that are specific, measurable, agreed upon, realistic, and time limited
- Reimbursement mechanisms such as health insurance, supplemental insurance, long-term care insurance, etc.
- entitlement programs such as Medicare and Medicaid, Veterans' Administration, SSD, SSI, and their eligibility requirements
- options for financing care such as reverse mortgages, equity loans, annuities

- health issues for individuals with chronic health concerns or disabilities
- techniques for administering and interpreting of structured cognitive screening tools (orientation, memory, and judgment), and behavioral, emotional, and life satisfaction assessment tools
- common medications relating to individuals with chronic health concerns or disabilities
- impact of diversity in areas such as culture, religion, ethnicity, gender, sexual orientation, and socioeconomic status on behavior, perceptions and value systems that relate to health care
- abuse, neglect, and exploitation issues

Topics not accepted include marketing and business topics, organization specific procedures or protocols, software training (e.g., MS Word, Excel, PowerPoint, Jewel Code etc.), use of electronics (e.g., phones, PDA, Blackberry, etc.), CPR, organizational meetings, and award ceremonies. This list is not all inclusive. Should you have a question about a specific topic or program, contact the NACCM office for clarification.

APPENDIX A
CMC- INACTIVE STATUS & CMC-RETIRED STATUS

CRITERIA FOR CMC-INACTIVE STATUS

The CMC-Inactive status recognizes certificants who choose not to recertify due to extenuating circumstances including illness, disability, pregnancy/child rearing, career change, or choice.

Eligibility Criteria

1. The certificant must have held the CMC certification and been working in the field of Care Management for a full three-year period to be eligible.
2. The certificant must submit recertification form indicating they would like to move to inactive status prior to the current certification expiration date or applicable late fees will apply. The certificant has six (6) months from their certification expiration date to submit form requesting inactive status along with fees and applicable late fees. If not submitted within the six-month period, certification expires. If the CMC expires, the CMC must reapply for certification. This includes submitting the application and associated fees, sitting for, and passing the certification examination.
3. The certificant must submit the required CEs for current recertification period along with the recertification form indicating status change. If there are extenuating circumstances that do not allow these criteria they will be addressed on an individual basis.
4. The recertification form will include an attestation that certificant will not be providing Care Management services while holding CMC-inactive status and will reactivate their CMC status should they choose to provide Care Management services or consulting.
5. The certificant must be leaving the active work of Care Management in good standing and without existing grounds for revocation of CMC status.

Recertification Process and Fees

1. The certificant must submit the recertification form indicating they would like to move to CMC-Inactive status.
2. A fee of \$75 will apply per recertification period to maintain inactive status along with any late fees.
3. The CMC-Inactive designation is renewable every three years for a total of nine years or three periods.

Benefits and Privileges

1. Individuals granted the CMC-Inactive status may use the CMC-Inactive designation on their resume but cannot include the CMC-Inactive credential after a signature.
2. CMC-Inactive certificants will continue to receive NACCM e-newsletters, CMC discounts, and have access to the NACCM social media platforms LinkedIn, Facebook and Twitter.

REACTIVATION REQUIREMENTS FOR CMC-INACTIVE STATUS

To reactivate the CMC credential, a certificant holding the CMC-Inactive status is required to submit the following:

1. A completed reactivation form along with current recertification fees.
2. 15 CE contact hours for each year of inactivity.

Retaking of the certification exam is required to regain active certification status after three recertification periods.

CRITERIA FOR CMC-RETIRED STATUS

The CMC-Retired (CMC-Ret) status is for those who have a continued interest in maintaining a professional credential despite their decision to retire from active practice.

Eligibility Criteria

1. The certificant must have held the CMC certification and been working in the field of Care Management for a minimum of a six-year period to be eligible.
2. The certificant must submit recertification form indicating they would like to move to retired status prior to their current certification expiration date or applicable late fees will apply. The certificant has six (6) months from their certification expiration date to submit from requesting retirement status along with fees and applicable late fees. If not submitted within the six-month period, certification expires. If the CMC expires, the CMC must reapply for certification. This includes submitting the application and associated fees, sitting for, and passing the certification examination.
3. The certificant must be retiring from active care management practice and must reactivate their CMC status should they choose to provide Care Management services or consulting.
4. The certificant must have retired with their certification in good standing, without existing grounds for revocation of CMC status.

Recertification Process and Fees

1. The certificant must submit the recertification form indicating they would like to move to CMC-Retired status.
2. A fee of \$75 will apply per recertification period to maintain CMC-Ret status along with any late fees.
3. The CMC-Retired designation is renewable every three years.

Benefits and Privileges

1. Individuals granted retired status may use the CMC-Ret designation.
2. CMC-Ret's will continue to receive NACCM e-newsletters, CMC discounts, and have access to the NACCM social media platforms including LinkedIn, Facebook and Twitter.
3. CMC-Ret's are NOT required to collect and submit the 45 CE credits per recertification period to maintain retirement status.

REACTIVATION REQUIREMENTS FOR CMC-RETIRED STATUS

To reactivate the CMC credential, a certificant holding the CMC retired status is required to submit the following:

1. A completed reactivation form and current recertification fees
2. 15 eligible CE contact hours must be submitted for each year of retirement status.

Retaking of the certification exam is required to regain active certification status after three recertification period.