

Care Manager Certified (CMC)  
**Program Policies Manual**  
National Academy of Certified Care Managers

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## Section 1: Introduction

### 1.1 Definition of Profession

A Care Manager is a health and human services specialist who is engaged in a collaborative process of assessment, planning, coordinating, monitoring, and advocacy.

Care management is a person-centered, culturally responsive approach that considers the biopsychosocial-spiritual aspects of the client and client system.

The goals of care management are to promote the health and well-being of the client and client system and assist the client to effectively access the services and supports they need to achieve their goals.

### 1.2 NACCM's Mission

The mission of the National Academy of Certified Care Managers (NACCM) is to support a high level of competence in the practice of care management through the administration of a formal certification and recertification program.

### 1.3 CMC Statement of Purpose

NACCM seeks to advance the quality of care management services in home and community-based services care by:

- Ensuring individual competence to perform the full range of care management tasks by using a valid, standardized examination that tests the skills, knowledge, and practice ethics needed to serve consumers.
- Promoting and enhancing the provision of both quality care management and other services delivered to the consumer.
- Strengthening the education and training of Care Managers.
- Protecting and empowering consumers of care management services through consumer education.
- Educating organizations, allied health professions, and policy makers regarding the functions, training, certification, and importance of care management.
- Encouraging participation in continuing education and professional development.

### 1.4 Scope

The Certified Care Manager (CMC) recognizes care management professionals who demonstrate a mastery of subject matter, a commitment to the care management profession, and adherence to a code of ethics and continuing education requirements.

## Section 2: General Policies and Procedures

### 2.1 Non-discrimination

NACCM and the NACCM Board of Directors are committed to the principle of equal opportunity for all certification applicants, employees, and outside contractors. The National Academy of Certified Care Managers does not discriminate on the basis of race, ethnicity, gender, religion, sexual orientation, national origin, age, disability, or socioeconomic status or other characteristic or status protected by federal or state law in the administration of its policies, employment and other administered programs and activities.

### 2.2 Americans with Disabilities Act

Special arrangements will be provided to applicants with a disability (as defined by Title III of the Americans with Disabilities Act) who submit with their certification application the Request for *Special Needs Accommodation Form* <https://ptcny.com/candidate-corner/request-special-accommodations/>.

### 2.3 Quality Assurance

NACCM monitors and measures all aspects of its certification and recertification processes. The Board receives regular reports from the testing company, Professional Testing Corporation (PTC), including examination demographic summary (number passing failing with average percent correct by demographic grouping); frequency distribution of total test scores; and summary of examination results by testing. PTC consults regularly with NACCM as needed.

PTC receives and considers any feedback or complaints from Candidates regarding the test process. These are forwarded to the NACCM Board.

In addition, the Exam Committee regularly reviews the exam for content, relevance, and accuracy and to ensure that they continue to be valid and reflect the current practice of care management.

All CMC Program Policies are reviewed by the Board on an annual basis.

### 2.4 Certification Activity Reporting

At least annually, NACCM will make publicly available a summary of CMC certification activity that will include, at a minimum, the number of Candidates examined, pass / fail statistics, and number of individuals currently certified.

### 2.5 List of Certified Individuals

A current list of certified individuals is available to the public; requests may be made by contacting the NACCM office.

## 2.6 Test Preparation

In preparation for the CMC examination it is recommended that Candidates have a good understanding of the principles of care management, as contained on pages 12-16 of the Handbook for Candidates, entitled *Content of Examination* and *Content Domains and Care Manager Tasks*. Candidates may determine their own study path and are not required to purchase study materials offered by NACCM or any other source.

NACCM offers a Certification Exam Prep Course; taking this series or any other prep course does not guarantee a passing score. NACCM has no association with any outside entity offering CMC examination preparatory courses or materials. Candidates for the CMC examination are instructed to exercise care in determining the quality and value of these products and services prior to making any purchase.

## 2.7 Confidentiality

The nature, format, content, and results of examinations administered by Professional Testing Corporation (PTC) and implemented by Prometric, a provider of technology-enabled testing and assessment, and all application materials are considered confidential information and are treated as such in accordance with the policies and procedures adopted by NACCM, PTC, and Prometric, unless appropriate permission is obtained or where otherwise required by law.

Confidentiality agreements must be signed by all persons having access to examination information of any kind, including but not limited to the NACCM board members, staff, volunteers, SMEs, vendors, and the candidates themselves.

Further, NACCM and its testing agency stores, processes, and uses data collected from application forms and test score reports. Data is stored only to the extent necessary for processing and validating application/examination scores and in compliance with related record-retention regulations.

Under no circumstances will individual data or test scores be shared with any entity outside of NACCM and its testing agency unless permission is obtained from the Candidate or Certificant or otherwise provided by law. NACCM may develop and publish statistical data regarding the exams provided that the identifies of the Candidates are not divulged.

No individual with access to the examination items, including staff, board members, SMEs, and consultants are allowed to sit for the examination or provide training to prepare for the examination for five years after they no longer have access.

## 2.8 Security

Certificant and Candidate records may be stored in the NACCM central office space or externally in NACCM-maintained servers if the records are in active use or are maintained in the office for convenience or ready reference. Examples of active files appropriately

maintained in the central office include active research and reference files, pending files, administrative files, or personnel files. Inactive records, for which use or reference has diminished sufficiently to permit removal from office space or equipment, may be sent to an off-site storage facility.

Access to individual Candidate information records is password protected on the server and is accessible only to staff who need access to perform their duties.

In physical and electronic formats, records pertaining to item analysis, exam forms, and the content of the specific items and the item bank are securely stored by NACCM's exam development and administration consultant, Professional Testing Corporation (PTC).

NACCM requires that the bank of CMC items be maintained under secure conditions. PTC maintains a secure bank of NACCM CMC items that have been accumulated over time. The bank includes items that are being used on the new CMC Examination forms (together with item performance statistics) and items that have not yet been used but have been validated and are available for inclusion on the examination.

NACCM owns all proprietary rights and interests relative to exams and other materials produced by PTC on NACCM's behalf. By agreement, PTC will not copy or otherwise make any NACCM-owned materials available to any third party, at any time, or for any purpose without the prior written approval of NACCM and it will take all necessary steps to protect the confidentiality of all NACCM-owned materials and to prevent the unauthorized disclosure, release, or reproduction.

Computer-based testing services are provided by Prometric. PTC submits exams to Prometric via a secure server. Prometric proctors are professionally trained to maintain security during the examination process, report any irregularities during exam administrations, and resolve any security issues. Prometric transmits completed test data to PTC via a secure server. PTC maintains files of candidate information and examination statistics, and issues overall examination reports and individual candidate score reports.

Should a breach of security be discovered, PTC and NACCM staff will take necessary steps to swiftly identify the cause, prevent repeat occurrences, and minimize the effects of the breach.

## 2.9 Record Retention

This policy covers all records and documents, regardless of physical form or characteristics, both paper and electronic, which have been made or received by NACCM in connection with its certification programs.

### 2.9.1 Retention

NACCM shall retain records for the period of their immediate or current use, unless longer retention is necessary for historical reference, research, or to comply with contractual or legal requirements. The records of NACCM shall be classified for purposes of retention as follows:

**Class 1: Permanent Retention.** Records that are permanent or essential shall be retained and preserved indefinitely. Examples of permanent records include official minutes of the Board of Directors, policies, and annual reports.

**Class 2: Current Records.** Current records are records that for convenience, ready reference, or other reasons are retained by NACCM. Current records will be retained for at least five years. Examples of current records include, but are not limited to, general correspondence, financial records, employee or consultant agreements, reports (including general statistical reports, item analysis, equating, job analysis, and standard setting), and overall exam results (including exam pass/fail rosters, item analysis, and final output).

PTC alone holds records that include but are not limited to exam responses, forms of the exams, and candidate application information. They maintain records in accordance with NACCM requirements.

**Class 3: No Retention Required.** Documents and other materials that are not “records” need not be retained. Documents and other materials (including originals and duplicate) that are not otherwise required to be retained are not necessary to the functioning or continuity of NACCM and which have no legal significance may be destroyed when no longer needed. Examples include materials and documents generated for the convenience of the person generating them, draft documents (other than some contracts) and duplicate copies of records that are no longer needed. Specific examples include reminder messages, miscellaneous correspondence not requiring follow-up or action, and emails that do not need to be retained under this policy. With limited exceptions, no specific retention requirements are assigned to documents in this category. Instead, it is up to the originator or recipient to determine when the document’s business utility has ended.

### 2.9.2 Records Not Addressed in the Record Retention Schedule

Records and other documents or materials that are not expressly addressed may be destroyed at any time provided they have been retained for the periods prescribed for substantially similar records.

## 2.10 Recusal from Decision Making

Any person with authority to participate in decisions of NACCM shall recuse themselves from doing so with respect to decisions from which they may benefit financially, including indirect financial benefits to family members or businesses with which the person is closely associated.

Persons covered by this policy include Directors, Officers, consultants, contractors, volunteers, and employees.

### 2.11 Review and Modification of Policies

The NACCM Board reviews all policies on an annual basis. However, the President of the Board of Directors may appoint an ad hoc committee of Board members, as needed, to conduct reviews of policies at any time. Any changes to the policies must be approved by a majority vote of the Board.

## Section 3: Certification Eligibility & Completion of Application

### 3.1 Certification Eligibility

NACCM's Care Manager Certified (CMC) certification will be awarded upon successfully passing the examination and meeting the following requirements. Candidates must meet ONE of the Eligibility Options below at the time of the application deadline.

#### 3.1.1 Option A

Education: Master's Degree or PhD in a field related to care management\*

Supervised Care Management Experience: 1 year of paid, full-time\*\* care management experience during which CM received at least 50 hours of supervision

Additional Direct Client Contact: None needed

#### 3.1.2 Option B

Education: Bachelor's Degree in a field related to care management\* OR Bachelor's, Master's, or PhD Degree in an unrelated field along with a university based certificate in care management or a certificate in care management or a certificate related to care management (gerontology, mental health, chemical dependency, guardianship, developmental disabilities)

Supervised Care Management Experience: 2 years of paid, full-time\*\* care management experience during which CM received at least 50 hours of supervision

Additional Direct Client Contact: None needed

#### 3.1.3 Option C

Education: Associate's Degree in a field related to care management\* OR an RN Diploma

Supervised Care Management Experience: 2 years of paid, full-time\*\* care management experience during which CM received at least 50 hours of supervision

Additional Direct Client Contact: 1 year of paid, full-time\*\* direct experience with clients in fields such as social services, nursing, mental health/counseling, or care management

#### 3.1.4 Option D

Any Degree in an unrelated field (Associate's, Bachelor's, Master's, or PhD Degree)

Supervised Care Management Experience: 3 years of paid, full-time\*\* care management experience during which CM received at least 50 hours of supervision

Additional Direct Client Contact: 1 year of paid, full-time\*\* direct experience with clients in fields such as social services, nursing, mental health/counseling, or care management

\*Or International Equivalents

\*\* Full-time employment is defined as a minimum of 35 hours per week. Part-time employment can be used. Refer to the conversion table in the Candidate Handbook.

### 3.1.5 Content Domains

Care Management experience MUST include All FIVE content domains listed below:

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

Domain II. Establish goals and plan of care

Domain III. Implement care plan

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

Domain V. Ensure professional practice and supervision of care management

## 3.2 Completion of Application

### 3.2.1 Online Application

The application is available at [www.ptcny.com/test-sponsors/NACCM](http://www.ptcny.com/test-sponsors/NACCM). Application must be completed in full, along with all required documents and application fee.

### 3.2.2 Required Documentation

All applications must include completed copy of the Verification Form for Supervised Care Management Experience and Direct Client Experience as well as the following:

Option A: A copy of PhD or Master's degree in a field related to Care Management

Option B: A copy of Bachelor's degree in a field related to Care Management OR a copy of Bachelor's, Master's, or PhD degree in an unrelated field along with a copy of certificate from a university-based Care Management program

Option C: A copy of Associate's degree in a field related to Care Management, OR an RN diploma

Option D: A copy of degree in an unrelated field (Associate's, Bachelor's, Master's, or PhD)

## Section 4: Test Development, Administration, Scoring, Analysis and Reporting

### 4.1 Examination Committee

#### 4.1.1 Purpose

The purpose of this committee of Subject Matter Experts (SME) is to review questions that will be used on the CMC exam and to review the exam for content, relevance, and accuracy. Members must work in the field, hold the CMC credential, and represent a diversity in expertise, practice settings, geographical locations, years of service.

#### 4.1.2 Term of Service

The term of service is one year. Committee meets at least once a year to review the state of the item bank, discuss any changes in the field that relate to the exam and succession planning.

#### 4.1.3 Panels

Two temporary panels work with the Exam Committee:

Item Writers, whose purpose is to produce items in an item writing drive. These SMEs must work in the field and hold the CMC credential.

Pass Point Study/Standard Setting Evaluators are SMEs whose sole purpose to set pass point for a new exam. Its members may include Exam Committee members and newly certified SMEs.

SMEs for the Exam Committee and all panels are selected and approved by the Board of Directors. All panels work closely with Professional Testing Corporation (PTC) in Exam Development (see *Exam Development Procedures for NACCM*).

All SMEs must sign an Intellectual Property Rights Ownership, Confidentiality and Conflict of Interest Agreement.

### 4.2 Role Delineation and Test Specifications

To develop exams that reflect the current practice of care management, NACCM conducts a Role Delineation Study, a formal survey of professionals in the field as to the frequency and priorities of their current daily work. The Role Delineation Study is conducted every five years, or as determined by the Board of Directors. CMC Test Specifications are based on the outcome of Role Delineation, reflecting current practice and weights of the different proficiencies. The CMC Test Specifications contain the domains of knowledge and tasks which are the basis for the CMC examination.

NACCM contracts with PTC to conduct the role delineation survey. PTC works with NACCM to develop the survey instrument, administer an electronic survey, conduct data analysis, and determine linkages to the test specifications. At the conclusion of the role delineation survey, NACCM receives a detailed report of the results, including an analysis of the data, several cross tabulations of the data, and recommendations for changes, if any, to the test specification. NACCM is also given a copy of all the raw data from the survey.

### 4.3 Examination Development

#### 4.3.1 Item Writing and Item Review Procedures

To ensure that the CMC item bank is up to date and reflects current and best practice of the profession, NACCM in accordance with PTC conducts periodic item review sessions to develop practice-related items that target the knowledge outlined in the role delineation study.

The content breakdown of the NACCM item banks are assessed, and any content areas that need additional items are among the content areas targeted by item writers.

Items developed for consideration into the CMC item bank are written by content experts who are currently certified. All item writers and reviewers sign a statement of confidentiality prior to writing or reviewing items.

An item developer's webinar and guide assist item writers in gaining knowledge on best practices for item development. All items undergo editing and psychometric review by PTC staff before being presented to NACCM's content review committee. Items are taken to virtual item review workshops, composed of a panel of content experts who approve, edit, or deny acceptance of items into the item bank.

PTC staff guides the panel in the review of each item ensuring the content validity of the items according to the exam blueprint and item writing guidelines. Items that do not meet these standards are then edited by panel members.

PTC staff keeps track of all revisions to items which may include changes to the content, references, and stylistic changes to improve the quality of the item. Items which are deemed inappropriate for the exam or cannot be corrected by the panel to meet the criteria are eliminated from the remainder of the process. Items are then entered into the item bank and carefully proofread by PTC staff trained in item structure to ensure grammar and stylistic changes are consistent and that the key, content codes, and references have been entered correctly.

#### 4.3.2 Examination Development Procedure

The CMC examination consists of 200 four-option multiple choice items. All items are scored items. New items, which have been reviewed and accepted as representing the current and

essential content are included in the exam. After the exam administration, the performance of new exam items is reviewed in an item analysis. The exam content committee of experts is consulted, and the ensuing evaluation determines if scoring keys for the new items need to be modified.

The bank of items approved by NACCM serves as the source of questions that PTC uses in preparing new forms of the examination for review by NACCM. PTC test development staff creates new exam drafts according to the exam blueprint/content outline that results from the role delineation study.

Examinations are constructed paying attention to the frequency with which the items have been used, the performance of each item on past examinations, the number of new items, and the difficulty of the items in order to ensure that each subsequent form of the examination is matched on content and difficulty to previous forms. By using statistical information in the selection of items, PTC maintains the desired level of difficulty of successive forms of examinations, their validity in differentiating between competent and less competent candidates, and their general equivalence over time. Difficulty levels as well as content balance and equivalency of content coverage are reviewed by Board members both before examinations are administered and after administration in relation to group demographics.

Once the examination draft has been comprised, PTC staff will conduct the first review, which is a psychometric and editorial review.

The draft is then taken to an examination review meeting where it will undergo further evaluation by a panel of subject matter experts selected by NACCM (representing a wide range of: content expertise in the practice of care managers; geographical dispersion; years of experience, etc.). The panel evaluates each item to confirm that all principles and guidelines have been covered.

Panel members review the items according to the guidelines as well as review the item performance statistics for each item. Based upon their review, panel members have the option of using the item as is, editing the item, removing them from the examination (but returning the item to the item bank) or deleting the item from both the examination and the item bank.

The panel confirms that the content of the examination covers the material specified in the content outline and reflects the specifications for the examination in terms of the essential areas of knowledge, principles, and applications associated with competence in the profession.

The role of PTC staff in the examination review is to facilitate, provide instructions, record NACCM's actions, implement decisions, and clarify points regarding psychometric aspects of the examination

Once the examination is finalized, PTC staff will make all edits, deletions, replacements, etc. to the examination form. The final form is then proofread by two staff members and then finally a

third proof is conducted by the president of PTC. The final version is then produced and made ready for administration.

#### 4.3.3 Item Bank

A secure item bank is developed and maintained and includes details regarding wording, correct answer, date of entry, content area code, item statistics, and any other pertinent information.

No item is used for any purpose except as authorized by NACCM. Item security is protected at all times from unauthorized access.

#### 4.4 Standard Setting

PTC works with NACCM to ensure that the pass/fail decisions are based on sound psychometric practice and theory, as well as being realistic and appropriate in terms of setting standards for evaluating the body of knowledge required for competent practice. To set the passing score appropriate for certification, NACCM uses a modification of the Angoff method, which is a criterion-referenced standard setting technique.

A panel of subject matter experts selected by NACCM review the examination and become familiar with the content, difficulty, plausibility of distractors, etc. PTC reviews the candidate eligibility requirements and begins to develop a profile of a minimally qualified/just qualified/borderline candidate with the panel. Panelists have access to the performance statistics on items that have been used previously.

Panelists are asked to evaluate each item on the examination and estimate the probability that each individual question will be answered correctly by the minimally competent/just qualified/borderline candidate. PTC then averages the sum from each panelist to result in the passing score for the examination form. The appropriateness of this score is then discussed by the group. Previous passing points and passing rates are reviewed and compared to the calculated passing point as a reference. After a discussion of all relevant factors, NACCM then approves the passing point.

#### 4.5 Examination Administration

The Care Manager Certification Examination is administered during an established one-month testing window on a daily basis, excluding holidays, at computer-based testing facilities managed by Prometric. PTC and NACCM post regular updates on their websites regarding the impact of Covid19, or any other national emergency, on their websites.

#### 4.5.1 Scheduling Examination Appointments

Approximately eleven (11) weeks prior to the start of the testing window, approved candidates will be emailed a Scheduling Authorization from PTC. The Scheduling Authorization will indicate how to schedule an examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve. Prometric will send a confirmation email with the date, time, and location of candidate's exam. Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees. Candidates unable to take the examination during their chosen testing window will need to reapply for the examination and pay a new application fee.

International candidates may also schedule, reschedule, or cancel an appointment online at [www.prometric.com/NAC](http://www.prometric.com/NAC)

#### 4.5.2 Reexamination

As the primary purpose of the Care Manager Certification Examination is to assess minimum levels of knowledge and competency, it may be taken as often as desired, upon filing of a new Application and fee. This policy allows for the candidate to retest in the next window after failing the exam, at which time they will receive a different exam. There is no limit to the number of times an examination may be repeated.

Candidate MUST present current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will NOT be accepted. The name on the Scheduling Authorization MUST exactly match the name on candidate's photo ID. Fees will not be refunded for exams missed because of invalid ID.

#### 4.5.3 Rescheduling Examination Appointments within a Testing Period

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within permitted time frame, which may be done by calling or going to the Prometric website: [www.prometric.com/NACCM](http://www.prometric.com/NACCM).

#### 4.5.4 Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a ONE-TIME transfer to a future testing period, for which there is a transfer fee. Requests to transfer to a new testing period must be received within 30 days of candidate's originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to go to <http://secure.ptcny.com/apply>. PTC Support will send an email letting candidate know that transfer application was approved. Candidates may call 212-356-0660 with questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period, the application will be closed, and all fees will be forfeited. There will be no refund of fees.

#### 4.5.5 Failing to Report for an Examination

If candidate fails to report for an examination, they will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

#### 4.5.6 Refunds

There will be no refund of fees unless applicants are ineligible for the examination. Ineligible candidates will be refunded their fees minus an administrative fee.

#### 4.5.7 Testing Conditions

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within three business days of the test appointment. Any comments about the test itself should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within three business days of the test appointment.

### 4.6 Scoring

#### 4.6.1 Individual Report of Results

Candidates will be notified in writing by Professional Testing Corporation approximately four weeks after the close of the testing window whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported.

#### 4.6.2 Scoring Procedure

The passing score for the NACCM Examination has been reviewed and approved by NACCM and has been determined using a criterion-referenced methodology.

#### 4.6.3 Requesting a Handscore

Candidates who fail the examination may request a hand scoring of their data file. Hand scoring is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Requests for hand scoring must be received by PTC no later than 90 days after the date of the examination by completing and returning the Request of Handscore form on [www.ptcny.com](http://www.ptcny.com) with payment of \$25. For reasons of test security, no candidate is allowed to review the examination or any of its items. To ensure correct reporting of results, PTC

automatically performs handscores of examinations of candidates who score within three points of passing as a quality control measure.

#### 4.6.4 Confidentiality of Testing Scores

NACCM will release the individual test scores ONLY to the individual candidate.

### 4.7 Examination Analysis and Reporting

At the end of a testing window, performance statistics are generated for each item and PTC reviews with NACCM.

Summary statistics based on the performance of the form, as a whole, are calculated in the item analysis, including:

- Mean score
- Standard deviation
- Standard error
- Range of raw scores
- Reliability coefficients (i.e., Kuder-Richardson formula 20)
- Decision consistency
- Frequency distribution
- Percentile distribution
- Distribution summary of item difficulty levels
- Distribution summary of item discrimination levels

Summary statistics are carefully reviewed and compared with historic data.

Individual item statistics are also calculated, including:

- P-value
- Point biserial correlation (r-value)
- Percent of high scorers, middle scorers, low scorers, and total answering each correct and incorrect answer option

General guidelines for flagging items include items where:

- the percentage of candidates selecting the correct answer fall below 30%
- a large portion of high scoring candidates selecting an incorrect response
- keys with discrimination indices (r-value) which are negative
- items where a significant number of candidates did not answer

If suspected cheating by an individual examinee is reported, PTC will provide suitable analyses and seek appropriate documentation supplied by testing personnel. NACCM will be notified of all such reports and the results of these analyses.

NACCM may cancel any test score if NACCM believes cheating may have occurred or that the exam may have been compromised.

#### 4.8 Attainment of Certification

Candidates who pass the Care Manager Certification Examination will be certified and acknowledged by NACCM as Care Manager Certified, are eligible to use the designation CMC after their names and will receive a certificate of certification from NACCM. A registry of CMCs will be maintained by NACCM and may be reported in its publications.

NACCM will take all appropriate steps, including legal or other action, to protect the mark from unauthorized use.

#### 4.9 Online Practice Test

A practice test is available to provide candidates with a better understanding of what the actual certification examination is like (<https://ptcny.com/candidate-corner/take-practice-test/>). Each practice test consists of 50 questions, has a testing time of two hours, and is taken online available 24 hours a day/7 days a week. After completing the online practice test, candidate will receive an instant score report showing test performance in each of the content areas. Once the practice test is scored, candidates cannot return to the test to review the questions.

## Section 5: NACCM Code of Ethics and Standards of Practice

The NACCM Code of Ethics and Standards of Practice outline the principles of conduct for all persons who are granted the Care Manager Certified certification. Every Certificant attests to his or her understanding and compliance when applying for certification as well as every three years at the time of their recertification.

### 5.1 Introduction

Certificants (also known as Care Manager Certified or CMC) through the National Academy of Certified Care Managers (NACCM) have varied educational and professional backgrounds with a specialized focus on issues associated with aging and disabilities. Through consultation, assessment, care coordination and advocacy, a CMC works with clients and families to address these challenges.

The Code of Ethics and Standards of Practice were developed to guide the CMC in their daily professional and business practices. The ethical principles at the core of the Code of Ethics are the foundation for the Standards of Practice.

### 5.2 The Code of Ethics Provides

#### 5.2.1 Accountability of CMCs to Clients

NACCM certificants recognize diversity in our society and embrace a multi-cultural approach to support the worth, dignity, potential, and uniqueness of each client. The Code of Ethics acknowledges the vulnerable population that CMCs serve and makes explicit the highest standards of practice.

#### 5.2.2 Accountability to the Public

The Code of Ethics sets a national standard for the professional practice of care management. It defines for the public the ethical responsibilities expected of NACCM's certificants and the organization's role in maintaining the highest standards of practice and promotion of ethical behavior.

#### 5.2.3 Education of CMCs

NACCM recognizes the diversity of the experience and education of its certificants and the needs of certificants for guidance in both their professional and organizational roles, and thus the Code of Ethics was developed to guide certificants in each of these roles. It states the core values and principles to current and future certificants, to the public, and to allied professionals. All certificants of NACCM are expected to understand and behave in a manner that is consistent with the provisions of the Code of Ethics.

#### 5.2.4 A Framework for Analyzing & Resolving Ethical Dilemmas

The Code of Ethics offers a framework for ethical decision-making when conflicts arise in the practice of care management. It assists the CMC in examining the ethical issues present in all aspects of their work by identifying which principles need to be considered. It asks the CMC to be aware of their own biases as they seek to resolve ethical dilemmas.

#### 5.2.5 Process for Reviewing Complaints

NACCM reviews complaints against certificants regarding misconduct based on the criteria listed in the Revocation of Certification as contained in the Handbook for Candidates and CMC Recertification Instructions. NACCM's Code of Ethics and Standards of Practice serve as the basis for assessing and resolving complaints.

### 5.3 The Code: Ethical Principles and Standards of Practice Supporting These Principles

#### 5.3.1 Integrity

A CMC is honest, diligent, and accountable in the provision of service. A CMC always acts in a manner that is consistent with the professional values stated in this Code.

#### 5.3.2 Loyalty and Responsibility

A CMC is trustworthy and dependable in all aspects of both professional and business relationships. A CMC maintains confidentiality, avoids conflicts of interest, and always pursues the best interest of clients.

#### 5.3.3 Promoting Benefit and Avoiding Harm

A CMC promotes clients' interests, values, and welfare in order to maximize benefits and avoid harm. A CMC is aware of potential conflicts that may arise when balancing the benefits and risks of interventions being considered. A CMC strives to ensure that vulnerable clients' individual choices are maximized to the greatest extent possible.

#### 5.3.4 Respect for Clients' Rights and Dignity

A CMC treats clients with respect, as complete individuals with their own history, narrative, and unique cultural identity. A CMC respects the rights of each client, including the right to privacy, and, for the vulnerable client, strives to balance client autonomy with the need for protection and safety. A CMC exercises care and compassion in planning the care and referral for each client and the family.

#### 5.3.5 Justice

A CMC behaves in a just and fair way in all professional and business relationships. A CMC does not promote or sanction any form of discrimination such as discrimination based on race, ethnicity, gender, religion, sexual orientation, national origin, disability, or socioeconomic status.

## 5.4 Standards of Practice Table of Contents

### Regarding the Client Relationship:

1. Identifying the Client
2. Promoting Self-Determination
3. Client Confidentiality
4. Use of Social Media
5. Recognition of the CMC's Personal Values and Beliefs
6. Maintaining Professional Boundaries
7. Continuity of Service
8. Termination of Service

### Regarding the Professionalism of the Practice:

9. Definition of Role
10. Plan of Care
11. Client Records
12. Educating Clients Regarding Engaging Caregiving Services
13. Undertaking Decision-Making Authority
14. Working with Clients under Court Jurisdiction
15. Continuing Education
16. Consultation
17. Transparency

## Section 6: Recertification Policy & Continuing Education

### 6.1 Recertification Date, Purpose, and Process

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 reapply, 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.

### 6.2 Criteria for 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 a 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.

## 6.3 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.

### 6.3.1 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.

### 6.3.2 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.

### 6.3.3 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.

## 6.4 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.

### 6.4.1 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 form 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.

### 6.4.2 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.

### 6.4.3 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.

## Section 7: NACCM Certified Logo Usage Guidelines

All current CMCs have the right to use NACCM's official certified logo. The logo is an industry recognized symbol representing a commitment to excellence in the profession. Certificants may request logo artwork either by emailing [info@naccm.net](mailto:info@naccm.net) or calling the NACCM office at 520.884.4240.

### 7.1 Rules of Use

- The Certified logos may only be used in relation to an individual person, not a company. The certification must be current.
- Use and position of the logo should clearly imply a connection to the individual certificant, rather than a company, division, or other group of professionals.
- Certificants who use the member logo in electronic format (web and email) are required to link the logo graphic itself to NACCM's web page: [www.naccm.net](http://www.naccm.net)
- NACCM reserves the right to review all uses of the logo to ensure it is being used appropriately.
- NACCM will take all appropriate steps, including legal or other action, to protect the logo from unauthorized use.

### 7.2 Design (Logos, Colors, and Fonts)

- Member logos may not be altered, cropped, or redesigned in any way.
- Full logo may not be scaled below 1.0" wide.
- Colors of logo are not to be altered. Use color palette provided (blue on white background, or all black).

### 7.3 Logo File Types

Certificants are supplied with logo in JPG format. JPG versions of the logo are optimized for electronic media, including websites and email.



## Section 8: Revocation of Certification

### 8.1 Misconduct

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 to violate any of the above and to publish certification revocations.

### 8.2 Certificant 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.

## Section 9: Appeal of Adverse Decision

### 9.1 Appeal Criteria

An applicant may submit an appeal of an adverse CMC credentialing program decision under the following circumstances:

1. The applicant was found to be ineligible to take the CMC examination.
2. The applicant feels their failing score is incorrect as a result from disruptive testing conditions.
3. The applicant was found to be ineligible for CMC recertification.

No appeal may be taken from an adverse decision based on:

1. An applicant's receipt of a failing grade on a CMC examination unless extraordinary circumstances exist as determined solely by NACCM.
2. An applicant's failure to include required documentation in the application for either exam eligibility or recertification.
3. An applicant's failure to follow stated instructions in application for either exam eligibility or recertification.

The procedures set forth below for the review and appeal of adverse decisions affecting certification or recertification may be subject to an expedited schedule when deemed necessary by NACCM.

### 9.2 Request for Reconsideration

An individual who has received an adverse decision will be given prompt written notice of the decision. The notice will state the reason(s) for the adverse decision and will inform the individual that they have the right to seek review of the adverse decision by filing a timely written Request for Appeal of an Adverse Decision (Appeal) with the Certification program staff.

To be valid, the Appeal must be received by the NACCM Staff within thirty (30) days of receipt by the individual of notice of the adverse decision. Any appeal received beyond this date will not be reviewed.

The request must be submitted via email to [info@naccm.net](mailto:info@naccm.net) and must detail the nature of the appeal and the specific facts supporting the appeal. No new or additional information may be submitted with the appeal request.

### 9.3 Review by the Board of Directors

The adverse decision will be reviewed by the Board of Directors or a Committee convened by NACCM. They may review any information it deems pertinent and may request additional information from the individual. They may, at their discretion, take one of the following actions:

1. Affirm the adverse decision; or
2. Reverse or modify the adverse decision.

The NACCM representative will notify the individual in writing of its action, including the reasons for these actions, within 60 calendar days after receipt of the request for reconsideration. Should NACCM or a Committee request additional information from the individual an additional 30 days will be allowed for the addition of information and secondary review.

The decision of the Board of Directors or a Committee shall be final and cannot be further appealed.

## Section 10: Exhibits

Exhibit A: Intellectual Property Rights Ownership, Confidentiality and Conflict of Interest Agreement, page 33

Exhibit B: NACCM Confidentiality, Non-Disclosure and Conflict Avoidance Agreement, page 38

Exhibit C: Application for Care Manager Certification Examination, page 39

THIS INTELLECTUAL PROPERTY RIGHTS OWNERSHIP, CONFIDENTIALTY AND CONFLICT OF INTEREST AGREEMENT (the “Agreement”) is effective as of the date last signed below (the “Effective Date”) by and between the credentialing body (the “Credentialing Body”) whose name and address appears below and the party whose name and address appears below (the “Party of the Second Part”).

WHEREAS, the Credentialing Body develops professional credentialing program(s) (the “Certification Program(s)"); and

WHEREAS, the Party of the Second Part desires to make a contribution(s) to the Certification Program(s); and

WHEREAS, the Credentialing Body desires that the Party of the Second Part make such contribution(s);

NOW, THEREFORE, in consideration of the mutual promises and covenants hereinafter set forth, the sufficiency of which are hereby acknowledged, the parties hereto agree as follows:

1. CONSIDERATION; WORK PRODUCT

- (i) The Party of the Second Part agrees that the opportunity to make a contribution(s) to the Certification Program(s): (a) shall enhance said party’s reputation and standing in both the professional and business communities; (b) shall confer other valuable tangible and intangible benefits upon such party; and (c) that such enhancements and tangible and intangible benefits shall serve as full and fair consideration for the Party of the Second Part’s undertakings herein. The Party of the Second Part also agrees, that absent entering into this Agreement said party would not be permitted by the Credentialing Body to make a contribution(s) to the Certification Program(s) and would not enjoy the benefits accruing therefrom. That the Party of the Second Part makes such contribution(s) on a volunteer basis and without remuneration shall not serve as the basis of a claim that said party did not receive full and fair consideration for the undertakings herein.
- (ii) This Agreement shall apply to any and all materials produced on the behalf of the Credentialing Body by the Party of the Second Part and contributed by the Party of the Second Part to the Credentialing Body for use in connection with the Certification Program(s) irrespective of if such materials are actually used therein (the “Work Product”). The definition of Work Product shall be read broadly to be inclusive. By way of example and not by limitation, Work Product shall include, but shall not be limited to: a test; questions appearing on a test; answer material for a test; practice test questions; commentary relating to a test question; citations relating to a test question;

explanations of right and wrong test question answer choices; testing policies and procedures; and test review and preparation materials.

- (iii) Without the prior written permission of the Credentialing Body the Party of the Second Part shall not use the Work Product, including examination items and examination forms, for any purpose, including: the development of training materials; for inclusion in a textbook or instructional materials; for academic research; for scholarship; or for criticism, comment or news reporting. Such use shall be prohibited irrespective of the fact that said use meets the criteria for “fair use” as set forth in the 1976 Copyright Act (17 U.S.C. § 101 *et seq.*) (the “Copyright Act”) and specifically Section 107 (17 U.S.C. § 107) thereof. The prohibition set forth in this Section 1 (iii) is in addition to and not in substitute of the confidentiality obligations set forth in Section 3 of this Agreement.

## 2. PARTY OF THE SECOND PART REPRESENTATIONS AND WARRANTIES; WORKS MADE FOR HIRE; ASSIGNMENT AND CONVEYANCE

- (i) The Party of the Second Part hereby represents and warrants that all Work Product provided by the Party of the Second Part and all contributions of the Party of the Second Part to the Work Product (a) is an “original work of authorship” as set forth in the Copyright Act and specifically Section 102 (17 U.S.C. § 102) thereof; (b) does not contain any property, intellectual or otherwise, belonging to any third party; (c) does not infringe on the rights, property or otherwise, of any third party; and (d) has not been encumbered or conveyed in whole or in part by any prior agreement(s) or assignment(s).
- (ii) The parties expressly agree that the Work Product is a “work made for hire” as that term is defined in Section 101 of the Copyright Act (17 U.S.C. § 101).
- (iii) To the extent that the Work Product may not by operation of the Copyright Act be a “work made for hire,” the Party of the Second Part hereby irrevocably assigns, conveys, and transfers to the Credentialing Body, worldwide, all rights, title, and interest in and to all Work Product, and to any and all derivatives thereof, including, copyright, trade secret, trademark, service mark, trade dress, patent, and any and all other intellectual property rights, whether created at common law or by statute (federal or state), and whether such rights, title, and interest are in existence as of the Effective Date of this Agreement or thereafter created.
- (iv) The parties agree that this Agreement is a written “instrument of conveyance” as set forth in Section 204 or the Copyright Act (17 U.S.C. § 204).
- (v) The Party of the Second Part agrees that it shall assist the Credentialing Body in perfecting the Credentialing Body’s interests in, or to apply for and obtain: (a) copyright

registration; (b) trademark registration; (c) service mark registration; (d) patent registration; and (e) other statutory or common law protections (federal or state) for and in the Work Product. At the Credentialing Body's request the Party of the Second Part will execute any assignments, conveyances, applications, or other documents necessary to obtain said registrations or other statutory or common law protections.

### 3. CONFIDENTIALITY

- (i) The Party of the Second Party acknowledges and agrees that while engaging in the activities contemplated under this Agreement said party will be privy to and entrusted with confidential and proprietary information belonging to the Credentialing Body.
- (ii) All information disclosed to the Party of the Second Part by the Credentialing Body, or by a vendor engaged by the Credentialing Body to perform services on the Credentialing Body's behalf, while the Party of the Second Part is engaged in the activities contemplated under this Agreement shall be deemed to be "Confidential Information." Confidential Information shall include the Work Product as well as any information the nature of which is such that the Credentialing Body would have a reasonable expectation that the Party of the Second Part would treat such information as confidential.
- (iii) The Party of the Second Part: (a) not disclose any Confidential Information to any third party without the prior written consent of the Credentialing Body; (b) not remove any Confidential Information from the Credentialing Body's premises or the premises of a vendor engaged by the Credentialing Body to perform services on the Credentialing Body's behalf; and (c) not reproduce any Confidential Information without the prior written consent of the Credentialing Body. This includes keeping materials (both electronic and hard copies) in a secure, locked location without access by others. Electronic and hard copies of materials will be permanently deleted.
- (iv) In the event that Confidential Information is disclosed in a manner inconsistent with the terms and conditions of this Agreement, or in the event that the Party of the Second Part becomes aware of such unauthorized disclosure, the Party of the Second Part shall immediately inform the Credentialing Body of the incident and agrees to cooperate in any investigation initiated into the circumstances surrounding such unauthorized disclosure.

### 4. CONFLICT OF INTEREST

While the Party of the Second Party is engaged in the activities contemplated under this Agreement and for a period of five (5) years after such activities terminate such party shall not engage in any review course, test preparation course, or other activity meant to prepare or

assist: (a) an applicant in obtaining a credential offered by the Credentialing Body through the Certification Program(s) or otherwise; or (b) to sit for a test offered by the Credentialing Body.

#### 5. AGREEMENT JOINTLY PREPARED BY THE PARTIES

This Agreement shall be construed as if the parties jointly prepared it and shall be enforced in accordance with its provisions without the aid of any custom or rule of law requiring or suggesting construction against the party drafting or causing the drafting of this Agreement or of any provision(s) in question.

#### 6. INTERPRETATION

The masculine, feminine, and/or neuter gender, and the singular and/or plural numbers shall be deemed to include the other gender, or numbers, where the context so indicates or requires. Unless otherwise expressly provided, references to days, months, or years are to calendar days, months, or years. Person or persons include individuals, partnerships, corporations, government agencies, or other entities. The headings contained herein are for the convenience of reference only, and are not intended to define, limit, expand or describe the scope of intent of any provision of this Agreement. As used in this Agreement, whenever the words “include,” “includes,” or “including” appear, they shall be deemed to be followed by the words “without limitation.”

#### 7. RECITALS INCORPORATED HEREIN

The recitals to this Agreement are incorporated herein by reference hereto.

#### 8. APPLICABLE LAW; JURISDICTION

- (i) The laws of the State of Arizona and of the United States of America shall govern this Agreement, without giving reference to the principles of conflict of laws thereof. Any dispute arising out of or relating to this Agreement, or its subject matter, not settled by the parties may only be resolved: (a) by the courts of the State of Arizona located in the County of Pima; or (b) if subject matter jurisdiction exists, by the United States Federal Court for the District of Arizona (collectively the “Courts”).
- (ii) Each of the parties hereby consents to the jurisdiction of such Courts in any action involving any dispute arising under this Agreement, and each agrees not to commence or maintain a legal proceeding involving any such dispute in any forum except said Courts; other than to enforce a judgment obtained in such Courts. Furthermore, both parties agree not to contest jurisdiction or venue in any party or action commenced in the Courts, nor to assert in any such action the doctrine of forum non conveniens or the like.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.

<b>Party of the Second Part</b>	
Date	
Client	
Program	
Session Type (Please Circle)	(Item Writing) / (Item Review) / (Examination Review)
Last Name	
First Name	
Email Address	
Phone Number	
Home (Mailing) Address	
Credentials	
Years Certified	
# of Years in Profession	
Title	
Employer	
City	
State	
Signature	

**CONFIDENTIALITY, NON-DISCLOSURE**  
**AND**  
**CONFLICT AVOIDANCE AGREEMENT**

I, the undersigned, acknowledge and agree to the following:

(1) As a provider of services to the National Academy of Certified Care Managers (“NACCM”), I may have access to applications for certification, certification exam materials including test questions, certification exam results, and other nonpublic information related the NACCM and its certification activities (collectively, “Confidential Information”).

(2) I will utilize the Confidential Information solely for purposes of performing authorized services for NACCM and for no other purpose.

(3) At all times while I am engaged to provide services to NACCM, and forever thereafter, I will not disclose, share, or transfer the Confidential Information to anyone except as specifically authorized in the performance of authorized services for NACCM.

(4) I will use reasonable measures to safeguard the Confidential Information from inadvertent disclosure or unauthorized access.

(5) I will not engage in actions that constitute an actual or potential conflict of interest with the mission and activities of NACCM.

(6) I will not engage in any review course, test preparation course, or other activity meant to prepare or assist: (a) an applicant in obtaining a credential offered by the Credentialing Body through the Certification Program(s) or otherwise; or (b) to sit for a test offered by the Credentialing Body for a period of five years after termination of employment.

(7) Should I cease providing services to NACCM, or at any time upon the request of NACCM, I will return to NACCM all Confidential Information in my possession, and/or, as directed by NACCM, confirm the destruction of the Confidential Information (or data erasure of all computerized data and records) containing the Confidential Information).

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name





## Application for Care Manager Certification Examination

[Handbook for Candidates](#)

Contact: [www.ptcny.com/contact](http://www.ptcny.com/contact)

### Application Directions

Please read the [Handbook for Candidates](#) carefully before completing this application. When filling out the application, please enter all requested information in the spaces provided or select an option using the menus. If your examination requires supporting documentation, you can upload electronic files in the Supporting Documentation section below. Be sure to save your application by selecting the Save Application button at the bottom before submitting it to PTC.

You can print the completed application for your records before submitting.

Please type information in proper capitalization where applicable. [Example: "John", instead of "john" or "JOHN"]

### Candidate Information

Please enter your name exactly as it appears on your current Government-issued Photo I.D.

Title	<input type="text"/>
First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	Ahmed

### Contact Information

#### Email Address

Please enter a valid email address. Please add ptcny.com and ptcny.net to the safe domain list of your email to ensure that emails from Professional Testing Corporation are received.

Enter your Email Address	wahmed@ptcny.com
Confirm your Email Address	<input type="text"/>

#### Home Address

Street	<input type="text"/>
Apt / Suite	<input type="text"/>
City	<input type="text"/>
Country	United States of America <input type="checkbox"/>
State/Province	<input type="text"/>
Zip/Postal Code	<input type="text"/>

#### Work/Business Address

<i>Required</i>	
Agency/Company	<input type="text"/>
Title/Position	<input type="text"/>
Department	<input type="text"/>
Room/Floor	<input type="text"/>
Building	<input type="text"/>
Street	<input type="text"/>
City	<input type="text"/>
Country	United States of America <input type="checkbox"/>
State/Province	<input type="text"/>
Zip/Postal Code	<input type="text"/>

#### Phone Numbers

Please provide at least one phone number.

Work Phone	( ) - -
------------	---------

Home Phone	( ) - -
Cell Phone	( ) - -
Work Fax	( ) - -

**Phone Preference**

Please select your preferred phone for communications.

<input type="radio"/> Home/Cell
<input type="radio"/> Work

**Address Preference**

Please select your preferred address for communications.

<input type="radio"/> Home
<input type="radio"/> Work/Business

**Request for Special Needs Accommodations****Are you requesting special testing accommodations and have a disability covered by the Americans with Disabilities Act?**

<input type="radio"/> No
<input type="radio"/> Yes

**Request for Transfer****Are you transferring your examination from another testing period?**

<input type="radio"/> No
<input type="radio"/> Yes

**Examination and Certification Information****Examination window you are applying for:**

Friday, October 1, 2021 - Sunday, October 31, 2021

**Have you taken this examination before?**

<input type="radio"/> No
<input type="radio"/> Yes

## Eligibility Criteria

Are you currently working in the field of Care Management?

No
Yes

Please select one of the eligibility options below:

Please note that all experience listed on this application and the supporting documentation form must be post-degree awarded and within the last 10 years.

<p>OPTION A - Master's degree* in a field related to care management AND one year of paid, full-time care management experience with 50 hours of supervision each year.</p> <p>OPTION B - Bachelor's Degree* in a field related to care management OR a Bachelor's, Master's, or PhD Degree in an unrelated field along with university based certificate in care management or a certificate related to care management AND two years of paid, full-time care management experience with 50 hours of supervision each year.</p> <p>OPTION C - Associate's degree* in a field related to care management, RN diploma AND two years of paid, full-time care management experience with 50 hours of supervision each year PLUS One year of paid, full-time direct client experience in fields such as social work, nursing, mental health/counseling, or care management.</p> <p>OPTION D - Any degree in an unrelated field (Associate's, Bachelor's, Master's or PhD Degree) AND three years of paid, full-time care management experience with 50 hours of supervision each year PLUS One year of paid, full-time direct client experience in fields such as social work, nursing, mental health/counseling, or care management</p>
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\*Or International Equivalents

## Eligibility and Background Information

All responses are required, except where indicated.

Degree you are using to meet eligibility requirements:

RN Diploma	▼
Date of Degree/Diploma attained:	<input type="text"/>
Major:	<input type="text"/>

Additional Degree (Optional)

RN Diploma	▼
Date of Degree/Diploma attained:	<input type="text"/>
Major:	<input type="text"/>

Additional Degree (Optional)

RN Diploma	▼
Date of Degree/Diploma attained:	<input type="text"/>
Major:	<input type="text"/>

Professional Background:

Allied Health	▼
If you selected "Other", please explain:	
<input type="text"/>	

Years of supervised care management experience - only experience earned after you received your degree counts towards eligibility:

1 year	▼
Starting date of your care manager experience:	<input type="text"/>

Years of direct client experience – only experience earned after your received your degree counts towards eligibility:

1 year	▼
Primary population served:	▼
Acute Care	▼
If you selected "Other", please explain:	
<input type="text"/>	

Secondary population served:

Acute Care

If you selected "Other", please explain:

Primary Care Management practice setting:

Community Based Agency

If you selected "Other", please explain:

**Required Documentation**

- **Option A:** documents below must be completed and uploaded with application.
  - A copy of your PhD or Master's degree in a field related to care management
  - A completed copy of the [Verification Form for Supervised Care Management Experience and Direct Client Experience](#)
    - Option A requires one year of paid, full-time care management experience during which the CM received at least 50 hours of supervision
- **Option B:** documents below must be completed and uploaded with application.
  - A copy of your Bachelor's degree in a field related to Care Management OR a copy of your Bachelor's, Master's or PhD degree in an unrelated field along with a copy of your certificate from a university based Care Management program
  - A completed copy of the [Verification Form for Supervised Care Management Experience and Direct Client Experience](#)
    - Option B requires two years of paid, full-time Care Management experience during which time the CM received at least 50 hours of supervision
- **Option C:** documents below must be completed and uploaded with application.
  - A copy of your Associate's degree in a field related to Care Management, OR an RN diploma
  - A completed copy of the [Verification Form for Supervised Care Management Experience and Direct Client Experience](#)
    - Option C requires two years of paid, full-time Care Management experience during which the CM received at least 50 hours of supervision each year PLUS:
      - One year of paid, full-time direct client experience in fields such as social services, nursing, mental health/counseling, or care management
- **Option D:** documents below must be completed and uploaded with application.
  - A copy of your degree in an unrelated field (Associate's, Bachelor's, Master's or PhD)
  - A completed copy of the [Verification Form for Supervised Care Management Experience and Direct Client Experience](#)
    - Option D requires three years of paid, full-time Care Management Experience during which the CM received at least 50 hours of supervision each year PLUS:
      - One year of paid, full-time direct client experience in fields such as social services, nursing, mental health/counseling or care management

To upload supporting documentation, please make sure you have a PDF, JPG or Word Document file for that document on the computer you are currently using. Click on the Browse button and select the file from the drive and folder where you have the document saved. Then click on Upload. If you have more than one file to upload, please upload them one at a time.

Select File:  No file selected.

Allowed types: PDF, Images (jpg) **Maximum file size: 4 MB**

File Name	Date Upload	#
No data to display		

Have you attached all of your required documentation forms?

**Optional Information**

Note: Information related to race, age, and gender is optional and is requested only to assist in complying with general guidelines pertaining to equal opportunity. Such data will be used only in statistical summaries and in no way will affect your test results.

**Race**

- African American
- Asian
- Hispanic
- Native American
- White
- Other

**Age Range**

- Under 25
- 25 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60+

**Gender**

- Male
- Female

**Comments****Candidate Statement and Signature**

I have read the [Handbook for Candidates](#) and understand I am responsible for knowing its contents. I certify that the information given in this Application is in accordance with the Handbook for Candidates instructions and is accurate, correct, and complete. I understand that my eligibility for this examination may be verified through the certifying organization.

**Attestation to Accurate Reporting**

By submitting this application, I hereby attest that:

All information provided, including attachments, are accurate, truthful, and complete, and;

I have not engaged in any misconduct that would support the revocation of certification as set forth in the NACCM Revocation of Certification Policies and Procedures, and;

I have read and agree to adhere to the Aging Life Care Association® [Standards of Practice and Code of Ethics](#) at [aginglifecare.org](#).

I understand that it is my responsibility to maintain appropriate documentation which verifies the stated practice, continuing education, and consultation/supervision required for recertification.

NACCM, at its sole discretion, has the right to audit this application. I understand that false or misleading information, whether by inclusion or omission, will result in the rejection of my application or revocation of my certification.

By checking this box I certify all of the above statements.

Please type your full Legal Name to sign this application:

Save Application

**Payment and Submission of Application**

Before submitting the application, please verify the information on the form above is accurate and complete. After application has been submitted, information cannot be modified.

If paying by credit card, your payment must be submitted at the time of application. If paying by check, your check must be sent and received by Professional Testing Corporation within 10 business days after your application has been submitted. Applications without payments will be considered pending and will not be reviewed or further processed.

Please print the completed application for your records.

Credit Card	Check
<p>You can pay for this application online. Online payments are processed securely through Authorize.net using all major credit cards.</p> <p>If you are not paying for this examination with your own credit card, please enter your name and address in the shipping information of the credit card payment form.</p> <p>Fee for this Examination: Care Manager Certification Examination (NACCM-CMC) Application Fees: \$275.00</p> <p>Continue to Payment</p>	

