



# Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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## Program Overview

The Florida Certification Board (FCB) is pleased to open the **Certified Case Manager (CCM) and Certified Case Manager Supervisor (CCMS)** application period for individuals who provide Medicaid reimbursable services as a Targeted Case Manager OR Targeted Case Manager Supervisor, serving the adult and/or child population(s). The program meets the requirements of s. 394.4573, F.S. and will operate under grandparenting standards from May 11, 2017 until March 1, 2018. The primary goal of the grandparenting period is to provide an application and credential award process that assists applicants to hold FCB certification without requiring them to pass an exam or duplicate formal education, approved training, or population-specific job experience requirements.

See the *CCM-CCMS Certification Program Standards and Application Process Overview (5-4-17)* for grandparenting program information, posted at <http://flcertificationboard.org/certification/case-management-credentials/>

The CCM and CCMS Certification Application process has multiple steps. All applicants, regardless of status, must create an online account and create an online application. **THIS ACTIVITY CAN NOT BE COMPLETED BY ANYONE OTHER THAN THE APPLICANT!!!** For an overview, please download the appropriate flowchart and requirements overview document. These are posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

- Flowchart and Requirements Overview – ALL CCM-CCMS Applicants –Currently AHCA Credentialed – Works for an Accredited Employer.
- Flowchart and Requirements Overview – ALL CCM-CCMS Applicants – Not currently AHCA Credentialed – Works for an Accredited Employer.
- Flowchart and Requirements Overview – ALL CCM-CCMS Applicants – DOES NOT Work for an Accredited Employer.

## Definitions

1. **Accredited Employer:** An employer who holds one of four FCB-recognized accreditations who has also applied for and holds FCB *CCM-CCMS Accredited Employer* status.
2. **AHCA:** Agency for Health Care Administration.
3. **AHCA Approved Training:** Refers to training providers recognized by AHCA to provide required training specified in the *Florida Medicaid Mental Health Targeted Case Management Handbook* that states that each supervisor and case manager “has completed AHCA-approved mental health targeted case management training.” At this time, FCB does not approve CCM or CCMS training providers. If the training was/is recognized by AHCA, it will be approved by FCB during the grandparenting period of May 1, 2017 – March 1, 2018.
4. **CCM-CCMS Accredited Employer Application:** The form accredited employers must complete and submit in order to hold *CCM-CCMS Accredited Employer* status. There is not a charge to apply. The application form is posted online.
5. **CCM-CCMS Accredited Employer status:** The status that allows employers to (1) document their employee’s compliance with certification standards using the CCM-CCMS Employer Attestation Form (in lieu of supplying individual documentation for each applicant and standard) and (2) offer the standard or the provisional application process for new case managers.
6. **CCM-CCMS Bulk Payment Application:** The form accredited employers must complete and submit in order to pay certification fees in bulk for their employee applicants. There is not a charge to apply. The application form is posted online.
7. **CCM-CCMS Bulk Payment status:** The status that allows employers to pay certification fees in bulk for their employee applicants. At this time, the FCB can only accept bulk payments in check form.



## Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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8. **CCM-CCMS:** Certified Case Manager and Certified Case Manager Supervisor.
9. **Employee Applicant(s):** Refers to staff of employers billing Medicaid for Mental Health case management services for adults or children.
10. **Employer Attestation Model:** The process by which employer's holding *CCM-CCMS Accredited Employer* status document their employee's compliance with certification standards.
11. **FCB Recognized Accreditation Agency:** Joint Commission; Council on Accreditation (COA); National Committee for Quality Assurance (NCQA); and Commission for Accreditation of Rehabilitation Facilities (CARF). Note: CARF accredits programs within an agency. CARF accreditation documentation must specifically state at least one of the following:
  - Case Management/Services Coordination: Mental Health (Adults)
  - Case Management/Services Coordination: Mental Health (Children and Adolescents)
  - Case Management/Services Coordination: Integrated AOD/MH (Adults)
  - Case Management/Services Coordination: Integrated AOD/MH (Children and Adolescents).
12. **Individual Online Account:** Refers to the account that each applicant must create in the FCB's certification database. The online account collects personal contact information, current employer information, background information, and agreements to follow specified FCB policy.
13. **Online Application:** Refers to one of two online applications: Case Manager (CCM) and/or Case Manager Supervisor (CCMS). The application has multiple sections, collecting information related to the applicant's current certification (if any); formal education; training; work experience; assurance and release; and payment.
14. **Point of Contact:** The FCB typically operates under a structure of one certification specialist to one applicant. As many employers have multiple employees who are seeking CCM or CCMS certification at any time, and these employers wish to designate staff to assist and/or coordinate certification application and award efforts, the FCB requires these employers to identify a Point of Contact to serve as the communication bridge between the FCB and their employee-applicants. To minimize miscommunication, the FCB will only communicate with the employer's designated Point of Contact, instead of communicating with the individual applicant.
15. **Posted Online:** Refers to the FCB website subpage: <http://flcertificationboard.org/certification/case-management-credentials/>
16. **Provisional Application Process:** A two-phase certification process that allows case managers to earn provisional certification after completing formal education and training requirements. Provisionally certified case managers complete the one-year work experience requirement while on-the-job. This process is only available to case manager applicants who work for an accredited employer.
17. **Standard Application Process:** The standard application process is for persons who have met all formal education, training, and work experience requirements PRIOR to applying for certification. This process is required for all case manager supervisor applicants and all case manager applicants who do not work for an accredited employer.
18. **Standard Employer Name:** The FCB can only run accurate reports on an employer level if every employee uses the same 'naming convention' when identifying their employer (in the online account/can be updated at any time). It is the responsibility of the employer to designate and communicate their standard employer name – including spellings, capitalizations, and/or acronyms – to their employees.



# Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

## FAQ Sections

ACCREDITED EMPLOYER QUESTIONS .....	3
EMPLOYER BULK PAYMENT QUESTIONS .....	5
ONLINE CERTIFICATION SYSTEM QUESTIONS.....	6

## ACCREDITED EMPLOYER QUESTIONS

### 1. How do I register my agency with the FCB/access the portal to enter our agency information?

Employers DO NOT register with the FCB. Employers who are accredited by one of the four FCB recognized accreditation agencies may apply for *CCM-CCMS Accredited Employer* status with the FCB. There is not a charge for this application. The application is posted on the FCB website at <http://flcertificationboard.org/certification/case-management-credentials/>

### 2. What can an “accredited” employer do that a “non-accredited” employer cannot do?

Accredited employers are eligible to (1) document their employee’s compliance with certification standards using the employer attestation model and (2) can offer new case managers the opportunity to earn the Certified Case Manager credential under the provisional application process.

### 3. What is an FCB-recognized accreditation? Who is eligible to apply for accredited employer status?

Employers who hold one or more of the following nationally recognized accreditations are eligible to apply for *CCM-CCMS Accredited Employer* status.

- Joint Commission
- Council on Accreditation (COA)
- National Committee for Quality Assurance (NCQA)
- Commission for Accreditation of Rehabilitation Facilities (CARF). Note: CARF accreditation is specific to each program within an agency. CARF accreditation documentation must specifically state at least one of the following:
  - Case Management/Services Coordination: Mental Health (Adults)
  - Case Management/Services Coordination: Mental Health (Children and Adolescents)
  - Case Management/Services Coordination: Integrated AOD/MH (Adults)
  - Case Management/Services Coordination: Integrated AOD/MH (Children and Adolescents) until the accreditation is held.

### 4. How do we apply for CCM-CCMS Accredited Employer status?

Download, complete and submit the **Accredited Employer Application**, posted on the FCB website at <http://flcertificationboard.org/certification/case-management-credentials/>



# Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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## 5. When should we apply for *CCM-CCMS Accredited Employer* status?

Apply for *CCM-CCMS Accredited Employer* status as soon as possible. It is preferred that an employer holds *CCM-CCMS Accredited Employer* status before instructing employees to apply for certification.

## 6. How will we know if we are approved by the FCB and hold *CCM-CCMS Accredited Employer* status?

The FCB will provide award/approval information to the Point of Contact named in the application. The FCB will also post a list of *CCM-CCMS Accredited Employers* on the FCB website.

## 7. What if my agency is accredited by another entity that is not on this list?

FCB's statewide *CCM-CCMS* subject matter expert panel limited eligibility to one of the four named accreditation agencies. Employers who are not accredited by one of these agencies may not use the Employer Attestation Model and may not offer provisional certification to new case manager employees.

## 8. My agency is currently engaged in the accreditation process, but will not hold accreditation for several more months. How do we proceed?

Agencies are not eligible to apply for *CCM-CCMS Accredited Employer* status until the accreditation is held. The application process is not time limited: employers may apply for *CCM-CCMS Accredited Employer* status at any time.

## 9. My agency hold CARF accreditation, but not for our case management programs. Are we still eligible for *CCM-CCMS Accredited Employer* status?

No. CARF accreditation is specific to the program run by the agency. Unless the CARF documentation specified one of the following designations, the employer is not eligible to apply for *CCM-CCMS Accredited Employer* status.

CARF accreditation is specific to each program within an agency. CARF accreditation documentation must specifically state at least one of the following:

- Case Management/Services Coordination: Mental Health (Adults)
- Case Management/Services Coordination: Mental Health (Children and Adolescents)
- Case Management/Services Coordination: Integrated AOD/MH (Adults)
- Case Management/Services Coordination: Integrated AOD/MH (Children and Adolescents) until the accreditation is held.

## 10. What does the FCB mean by "employee attestation"?

Employers who are granted *CCM-CCMS Accredited Employer* status are able to complete the *CCM-CCMS Accredited Employer* Attestation Form. This form allows employers to attest that each employee listed on the form has met formal education, AHCA-required training and on-the-job work experience requirements necessary for FCB certification; the specified documents have been verified; and documentation is maintained in each employee's Human Resources file or equivalent official documentation system. This form is completed in lieu of each applicant collecting and submitting supporting documentation.

## 11. Will the *CCM-CCMS Accredited Employer Attestation Form* be posted online?



## Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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No. The FCB will send an electronic copy of the *CCM-CCMS Accredited Employer Attestation Form* (an editable PDF document) to the employer's designated Point of Contact.

### **12. I am a credentialing coordinator for our agency. Would I be able to create an account and attest for all our TCM/TCM Supervisors?**

No, you do not create an account on behalf of anyone. All accounts and applications are unique to the applicant/certified professional and all data must be entered by the applicant/certified professional. As the employer's credentialing coordinator (employer's Single Point of Contact for FCB purposes), you are able to complete the FCB's *CCM-CCMS Employer Attestation Form* and submit it to the FCB on behalf of your employees.

### **13. What is the purpose of an employer's Point of Contact?**

The FCB certification programs is designed around an individual applicant/certified individual. When employers choose to participate in assisting their employees to earn and maintain certification, the communication pathway can become very confusing. To ensure that communication is accurate and timely between the FCB and an employer's group of employee applicants, the FCB requires that the employer designate a Point of Contact. This is the person who will serve as the point of communication between the FCB and the employee seeking certification. The FCB will direct all applicants seeking certification under the *CCM-CCMS Accredited Employer* model to contact their Point of Contact for certification related issues. However, each applicant is able to login to his or her FCB online account at any time to track the progress of their application as it is processed.

### **14. What is the purpose of a standardized employer name?**

The FCB certification programs is designed around an individual applicant/certified individual. If an employer wants the FCB to be able to run reports on "their" employees, the employer MUST identify a standard way for each employee to enter the employer's "name" when creating his or her profile. IT IS THE RESPONSIBILITY OF THE EMPLOYER to identify and communicate the way employees are to enter their "employer name" in their profile. Note: the individual applicant/certified professional can access their profile and update their current employer name at any time.

## EMPLOYER BULK PAYMENT QUESTIONS

### **1. What is *employer bulk payment*?**

The method by which employers can pay certification fees directly to the FCB on behalf of their employees. Employers must apply for Employer Bulk Payment status before attempting to make payments.

Any employer may apply for bulk payment status. The ability to pay certification fees in bulk for employees has nothing to do with the employer's accreditation status.

### **2. Can I call the office and give you a company credit card to pay for our staff's certification fees?**

No. The only way the FCB can process a bulk payment is by company check. Employers may provide a company credit card to their employees(s), who can then access their FCB account and make the credit card payment online.

### **3. So, how do we pay?**



## Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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The FCB offers several payment options. The preferred method is for each individual to pay certification fees from his or her online account, using a credit card. Applicants may also mail a check or money order, made out to the FCB. Employers who want to pay certification fees on behalf of employees can use any of the following options:

1. Apply for and hold FCB Bulk Payment status. Payments are made to the FCB on behalf of employees by company check.
2. Provide your employee's with a company credit card and direction to access their individual online account to pay the fee.
3. Require employees to pay their own certification fee and reimburse the employee directly.

#### **4. How do we apply for Employer Bulk Payment status?**

Download, complete and submit the ***Employer Bulk Payment Application***, posted on the FCB website at <http://flcertificationboard.org/certification/case-management-credentials/>

#### **5. When should we apply for Employer Bulk Payment status?**

Apply for Employer Bulk Payment status as soon as possible. It is preferred that an employer seeks and holds Employer Bulk Payment status *before* instructing employees to apply for certification. The FCB will not process applications for certification until we can verify the applicant's employer has applied for and holds Bulk Payment status.

#### **6. How will we know if we are approved by the FCB and hold Employer Bulk Payment status?**

The FCB will provide award/approval information to the Point of Contact named in the application. The FCB will not publish a list of employers approved to make bulk payments on behalf of employees. IT IS THE RESPONSIBILITY OF THE EMPLOYER to communicate payment expectations to employees.

#### **7. Do we need to provide our employee's with an employer payment code or other identifier?**

The FCB will issue a payer code to approved bulk payment employers. However, this payer code is for internal purposes only. DO NOT provide this code to employee applicants. The only identifier the employee needs is the standard employer name (to be entered under the Employer information tab in the applicant's online account profile).

#### **8. Will the Employer Bulk Payment Form be posted online?**

No. The FCB will send an electronic copy of the *Employer Bulk Payment Form* (an EXCEL file) to the employer's designated Point of Contact.

### ONLINE CERTIFICATION SYSTEM QUESTIONS

#### **1. Can I create the profile and application for my staff?**

No. Each person MUST create his or her own (1) FCB online account/profile and (2) online CCM or CCMS application. This is because the profile and application contain personal information, attestations, and agreements that only the applicant can answer.



# Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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## 2. Can I create my online profile and application in the same day?

Yes. You must create your online profile first. You will access the certification application through your individual account. You can create your online account immediately. You will need to know the following information from your employer:

- a. Does your employer hold *CCM-CCMS Accredited Employer* status with the FCB?
- b. What is the “standard employer name” that you are to use when identifying your current employer (in the *Employer* section of your profile – not in the application itself).
- c. Are you responsible for your certification fees or will your employer pay them on your behalf?

The answers to these question will direct the type of documentation required to support your application and fee payment expectations. Please see the narrated presentation on how to complete the online application for specific information. The presentation will be posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

## 3. I already hold another FCB certification/credential. Do I still need to create an online profile and application?

No and Yes. You already have an online account so you DO NOT and SHOULD NOT create another account. You will want to assure that your employer name is entered into the “employer” section of your online account profile as directed by your employer (this will allow FCB to run employer-based reports).

You do need to access your online account and create either the CCM or CCMS online application.

## 4. We are an accredited employer and will be attesting to our employee’s compliance with current AHCA standards. Do they still need to create an online application?

Yes, regardless of employer, each person MUST create an online CCM or CCMS application. The employer attestation is directly related to the documentation provided in support of the applicant’s achievement of each certification requirement/standard.

## 5. What documents do I need to submit with my online application?

- a. Applicants working for a *CCM-CCMS Accredited Employer* do not have to attach any supporting documentation to the online application.
- b. Applicants who DO NOT work for a *CCM-CCMS Accredited Employer* should attach supporting documentation to the online application. If documentation is not attached and submitted at the time of application, the FCB will contact the applicant (or the applicant’s employer’s Point of Contact) for necessary documentation. All applicants must download the CCM-CCMS Work Experience Verification form and follow the provided directions in order to meet/ document the work experience requirement.

## CERTIFICATION PROCESS QUESTIONS

### 1. What is a grandparenting period?

Grandparenting is a time-limited period that is specifically designed to allow currently credentialed providers and new hires to either (1) transfer their existing credential to the FCB or (2) seek certification as a new employee without being required to pass a written exam.



# Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

If a credential earned during a grandparenting period ever becomes suspended or inactive, the individual must meet all current credential requirements, including the written exam, in order to reinstate. It is VERY important that individuals who are currently providing services and do not meet FCB requirements maintain their credential. The FCB cannot honor grandparenting standards after March 1, 2018.

## 2. Who is responsible for which parts of the application process?

The “cell” highlighted in **BLUE** represents the information documented using the Employer Attestation Model.

Certification Requirement	Accredited Employer Application & Documentation Requirements	Non-Accredited Employer Application & Documentation Requirements
FCB online profile	Applicant creates individual FCB online profile.	Applicant creates individual FCB online profile.
CCM or CCMS online application	Applicant creates online CCM or CCMS application.	Applicant creates online CCM or CCMS application.
Formal Education	Applicant does not provide any supporting documentation.	Applicant provides unofficial copy of college/university transcript.
AHCA-Approved Training	The employer completes and submits an Employer Attestation Form, which identifies each employee applicant by name <i>and</i> allows the employer to attest that formal education, AHCA-approved training and work experience requirements are met, documented and such is maintained by the employer.	Applicant provides a copy of a certificate of completion of AHCA-approved targeted case manager training
Work Experience		Applicant downloads the CCM-CCMS Work Verification Form, completes Part 1, and provides to current and/or former employers to complete Part 2, attach supporting documentation and submit to the FCB.

## 3. What is the FCB looking for in each section of the online application?

The FCB is developing a narrated presentation on how to complete the online application. The presentation will be posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

## 4. What does the FCB mean by accredited college or university?

The FCB recognizes colleges and universities that are accredited by an accreditation agency recognized by the Federal Department of Education (FDOE) and/or the Council on Higher Education Accreditation (CHEA). Please search either database to determine if the degree is issued by a recognized accreditation agency.

FDOE: <https://ope.ed.gov/accreditation/Search.aspx>

CHEA: [http://www.chea.org/4DCGI/cms/review.html?Action=CMS\\_Document&DocID=32&MenuKey=main](http://www.chea.org/4DCGI/cms/review.html?Action=CMS_Document&DocID=32&MenuKey=main)

## 5. What do I do if my degree was earned outside of the United States/in another country?

Applicants who earned a degree at an educational institution outside of the United States (US), must have their educational credentials evaluated by an organization approved by the FCB. This listing is provided as general information and does not constitute an endorsement of any organization. If you choose to use another evaluation service, please ensure the FCB will accept the report before initiating the evaluation.

- Educational Credential Evaluators: [www.ece.org](http://www.ece.org)
- International Education Research Foundation: [www.ierf.org](http://www.ierf.org)
- Joseph Silny & Associates: [www.jsilny.com](http://www.jsilny.com)
- World Education Services, Inc.: [www.wes.org](http://www.wes.org)





# Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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Additional guidance: All documents in a foreign language must be translated by a certified translator into ENGLISH. All costs for translation services are the responsibility of the applicant. The evaluation must provide documentation that formal education/degree is equivalent to an accredited US institution and the course work met the content and hour requirement for a degree awarded in the US. For the purposes of the CCM or CCMS credential, an original copy of the translation is not required. Applicants may submit a copy of the evaluation.

## 6. What do I do if I don't have a college degree?

If you are currently recognized by Medicaid to provide billable targeted case management services, you will be grandfathered into the FCB's credentialing structure (CCM or CCMS). However, if you ever lose your credential or allow it to become inactive, you will be required to meet formal degree requirements to reinstate.

If you are a new employee, you are not eligible for the CCM or CCMS credentials.

## 7. What do I do if my degree is not from an accredited college or university?

If you are currently recognized by Medicaid to provide billable targeted case management services, you will be grandfathered into the FCB's credentialing structure (CCM or CCMS). However, if you ever lose your credential or allow it to become inactive, you will be required to meet formal degree requirements to reinstate.

If you are a new employee, you are not eligible for the CCM or CCMS credentials.

## 8. What is a related Master's degree?

The FCB currently recognizes the following related degrees at the Master's level for CCMS applicants: counseling, social work, psychology, criminal justice, nursing, rehabilitation, special education, health education or a related human services field. Medicaid defines a related human services field as "one in which major coursework includes the study of human behavior and development".

The FCB is responsible for making the final determination on the eligibility of a degree as a "related human service field." All CCM-CCMS applicants holding a degree they believe is in a related human services field must apply for an *FCB Related Degree Equivalency Review*.

## 9. Is there a fee to transfer credentials to FCB?

The standard certification fee is \$50 until March 1, 2018.

The provisional certification fee is \$100 and the upgrade fee is \$25.

## 10. Does the *Person to Person* targeted case management training and certification qualify as being certified?

The FCB will recognize all training certificates issued by current AHCA approved training providers. The training certificate issued by the provider is the documentation necessary to meet the FCB's training requirement. Completion of training is one part of the certification process, but the training certificate is not recognized as equivalent to certification. *Person to Person* is an AHCA-approved training that meets FCB's CCM-CCMS training requirement.

## 11. What does the FCB mean by 'full time experience providing services to adults experiencing serious mental health disorders and/or children with serious emotional disturbances'?

This means that CCM applicants must have 2,000 hours of paid work experience and CCMS applicants must have either 4,000 or 6,000 hours (depending on the formal degree) working with children, adolescents or adults who are who are receiving services to address challenges directly related to a mental health diagnosis or condition.



## Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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Experience does not have to be specific to providing case management services or clinical services, it does have to be related to helping adults, children or adolescents access relevant services to address mental health challenges/improve quality of life.

### **12. Can case managers earn the required year of experience while on-the-job?**

Yes, if the applicant works for a *CCM-CCMS Accredited Employer*. These applicants may apply for certification under the provisional application process. Provisional certification requires the applicant to meet the formal education and AHCA-approved training requirements and is valid for a year. During the provisional period, applicants earn the on-the-job experience necessary for full Certified Case Manager credential. This option is not available to applicants who DO NOT work for an employer holding *CCM-CCMS Accredited Employer* status.

### **13. Can case manager supervisors earn the required 2 or 4 years (depending on formal degree) of experience while on-the-job?**

No. Case Manager Supervisors must have a minimum of 2 or 4 years of experience (depending on the formal degree the applicant holds) working with *either* the adult or child population BEFORE applying for certification. This is the same standard regardless of the employer's accreditation status. Additionally, case manager supervisors are not eligible for the provisional application process.

### **14. Will supervisory experience of TCMs suffice for the work experience requirement, or does it need to be direct-service TCM experience?**

Related experience means on-the-job experience working with children, adolescents or adults who are receiving services to address challenges directly related to a mental health diagnosis or condition. Experience does not have to be specific to providing case management services or clinical services, it does have to be related to helping adults, children or adolescents access relevant services to address mental health challenges/improve quality of life.

### **15. I earned my related work experience serving (children or adults) with another employer. How do I document my work experience?**

If you work for a *CCM-CCMS Accredited Employer*, you do not have to document work experience. Your employer will do this on your behalf.

If you work for a non-accredited employer, you will be required to provide each current or former employer with the FCB CCM-CCMS Work Verification Form to complete and submit to the FCB on your behalf. Case Managers must document a minimum of one year of experience with either the adult or child population. Case Manager Supervisors must document a minimum of 2 or 4 (depending on their level of formal education) years of experience with either the adult or child population.

### **16. I have 11 months of experience working with children (or adults). What do I do?**

The grandparenting period is open from May 1, 2017 – March 1, 2018. The best approach is to apply for certification when the one-year work experience requirement has been met. The other option, if you work for a *CCM-CCMS Accredited Employer*, is to apply for certification under the provisional application process. Please contact the FCB for assistance in determining the appropriate pathway if you are in question.

### **17. What do I do if my former employer will not sign off on my work experience?**

Unfortunately, there is nothing the FCB can do if an employer will not assist applicants in documenting compliance with certification standards. If the employer does not exist as an agency any longer or if the employer steadfastly refuses to document work experience, there are two options:



## Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS

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If you work for a *CCM-CCMS Accredited Employer*, apply for certification under the provisional application process. If you do not work for an accredited employer, yet are eligible to provide Medicaid-billable services, your current employer will complete the FCB CCM-CCMS Work Verification Form. If you are not yet eligible to provide Medicaid-billable services, you are not eligible to apply for certification until the work experience requirement has been met.

### **18. I am a Certified Addiction Professional (CAP) with the FCB. Does that count?**

No. There is no relationship between any FCB credential and the CCM or CCMS credentials. Holding another FCB credential does not qualify you to provide Medicaid billable mental health targeted case management services.

### **19. I already hold another FCB credential. Can you pull my information from that credential file to this one?**

The general answer is “no”. The only exception is in regard to an official college/university transcript. We will “pull” transcripts across files. All other application and supporting documentation requirements must be met specific to the new credential.

### **20. If you have all the requirements and work for an accredited employer, which pathway do you use?**

Applicants will complete an online profile and an online application. The applicant will not be required to submit additional supporting documentation. The employer will submit a *CCM/CCMS Employer Attestation Form* to the FCB on behalf of their employee applicants.

### **21. We have a few case managers who were supervisors in the past, but not at this time. Which credential should they apply for?**

FCB’s recommendation is to apply for the Supervisor level credential. The credential reflects the qualifications of the applicant, not the current position held. Applicants should apply for the highest level credential they are qualified to hold regardless of their current position.

### **22. Is the upgrade application the one where we are asking to be credentialed with two endorsements?**

No. The upgrade application is the second part of the Provisional Application Process. Case manager applicants who work for an accredited employer may apply for the CCM credential using the provisional model. The first step is to earn provisional certification. Provisional certification is valid for a year, allowing provisionally certified individuals to gain the 1-year of related experience while on the job. The upgrade application is submitted *after* provisional certification is awarded and the work experience requirement is met. This application allows someone to go from provisional to full status.

### **23. For those being grandfathered in, how do we get the endorsements?**

Applicants will (1) create an online profile and (2) create an online application. There are two online application options: Case Manager (CCM) and Case Manager Supervisor (CCMS). After selecting the correct application, the system asks the applicant to select one of the following routes: adult, child or adult & child. This selection will drive the final credential awarded, including endorsements. Applicants should choose the route they are currently qualified to hold. The FCB understands that Medicaid does not issue documentation to individual case



## **Certified Case Manager (CCM) & Certified Case Manager Supervisor (CCMS) FREQUENTLY ASKED QUESTIONS**

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manager supervisors stating which population they are eligible to work with/bill for services. The FCB will take disciplinary action if the applicant requests an endorsement that he or she is not qualified to hold.

If only one endorsement is earned at the time of initial application and the work experience necessary to hold an additional endorsement is gained, the individual will only need to apply for a CCM or CCMS Endorsement. This is a \$25 process that requires an application, fee payment, and submission of related work experience documentation. Upon approval, the new credential with the additional endorsement is issued.

**24. I have five years of experience working with adults and 6 months of experience working with children. What application do I use?**

Apply for the CCM-A or the CCMS-A (depending on your level). When you have the minimum experience with children, apply for a CCM/CCMS Endorsement.

**25. I have been certified by AHCA as a supervisor and have been assigned a Medicaid provider number to bill Medicaid for Mental Health Targeted Case Management Services. Can I provide the Medicaid Provider Certification letter as proof of meeting the requirements to be certified?**

Yes. You can and should provide a copy of this letter when you complete your online application. One of the first sections asks about any non-FCB certification or license you hold. This is the section to enter AHCA certification information and attach a copy of the AHCA award letter. You will not be required to attach any additional information to your online application.

**26. I am a certified case manager from back in the *Person to Person* days. Can I get grandfathered in as a case manager?**

Probably. If your AHCA case manager certification is still valid, you are eligible to transfer your credential from AHCA to FCB. If it is not valid, you will be required to apply as a new applicant, but can still earn the credential under the grandparenting standards (no test) until March 1, 2018.

**27. What if a case manager is working in two agencies at the same time?**

Certification “belongs” to the individual, not the employer or the position. The applicant needs to identify the primary employer in their profile and online application.

**28. What about people who were certified at some point; however, are not in a targeted case manager position at this time?**

If the AHCA case manager certification is still valid, individuals are eligible to transfer their credential from AHCA to FCB. If it is not valid, the individual will be required to apply as a new applicant, but can still earn the credential under the grandparenting standards (no test) until March 1, 2018.