



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

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 mental health targeted case manager or targeted case manager supervisor serving the adult and/or child population(s).

This 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.

The CCM and CCMS certification application process has multiple steps. Please carefully review all documents posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

Definitions

1. **AHCA**: Agency for Health Care Administration.
2. **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.
3. **CCM-CCMS**: Certified Case Manager and Certified Case Manager Supervisor.
4. **Endorsement**: The Florida Medicaid Mental Health Targeted Case Management Handbook requires providers to identify the target population served as part of billing processes. The FCB “endorsement” identifies the target group(s) the certified individual is eligible to serve. All FCB issued credentials will have the adult, child, or adult and child endorsement.
5. **Florida Medicaid Mental Health Targeted Case Management Handbook**: The document promulgated by the Agency for Health Care Administration that details the program eligibility requirements, including case manager and case manager supervisor certification and training standards, that all providers are supposed to meet in order to bill Medicaid for services. FCB standards related to education and experience were based on the handbook then revised to reflect the hiring needs of the field. FCB standards related to training mirror the training requirements in the Handbook.
6. **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. 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.
7. **Handbook**: Refers to the Florida Medicaid Mental Health Targeted Case Management Handbook, published by the Agency for Health Care Administration.
8. **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.
9. **Posted Online**: Refers to the FCB website subpage: <http://flcertificationboard.org/certification/case->



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[management-credentials/](#)

10. 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.
11. 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.



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CERTIFICATION PROGRAM and APPLICATION REQUIREMENTS

1. How do I know if I am required to hold the Case Manager or Case Manager Supervisor credentials?

If you are providing Medicaid-billable mental health targeted case management services for adults or children as required by section 394.4573, Florida Statutes, you are required to be certified under the FCB. Please carefully review the online **Eligibility FAQ**: <http://flcertificationboard.org/certification/case-management-credentials/>

2. Are the requirements different for a case manager versus a case manager supervisor?

Yes. The requirements vary depending on (1) the credential you are seeking and (2) the formal degree you hold. Please carefully review the correct **Credential Standards Table 8-1-17**, posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

Credential	For requirements, please see:
Targeted Case Manager	<i>CCM Credential Standards Table 8-1-17</i>
Targeted Case Manager – Provisional Status	<i>CCM-P and CCM-P Upgrade Credential Standards Table 8-1-17</i>
Targeted Case Manager Supervisor	<i>CCMS Credential Standards Table 8-1-17</i>

3. What is an “endorsement” to the CCM or CCMS credential?

The FCB “endorsement” is added to the CCM or CCMS credential to identify the target group(s) the certified individual is eligible to serve. All FCB issued credentials will have the adult, child, or adult and child endorsement.

Endorsement	Means
A	The credentialed person can provide Medicaid billable services to those who meet the Adult Mental Health Targeted Case Management eligibility requirements.
C	The credentialed person can provide Medicaid billable services to those who meet the Children’s Mental Health Targeted Case Management eligibility requirements.
A-C	The credentialed person can provide Medicaid billable services to those who meet the Adult and/or Children’s Mental Health Targeted Case Management eligibility standards.



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4. I applied for the case manager supervisor level credential, but my employer’s will only verify my experience as a case manager. What do I do?

You will be required to apply for the case manager level credential, including paying the \$50 application fee. Application fees are non-refundable and non-transferable. The FCB will not transfer your payment from one application type to another.

5. I hold the CCM credential and now have the experience necessary to meet the CCMS qualifications. How do I upgrade from the CCM to the CCMS credential?

There is not an upgrade process from the CCM to the CCMS credential. You must apply for the CCMS credential, including paying the \$50 application fee. The FCB will accept documents from your CCM application that meet the CCMS requirements, however, you will be required to submit work experience hours and any other requirements identified by the FCB.

6. I hold the CCM-A credential and now have the experience necessary to hold the child endorsement. How to I add an additional endorsement to my credential?

Individuals holding either the CCM or CCMS credential in good standing who earn the experience necessary to add an additional endorsement to their current credential will complete the manual CCM-CCMS Endorsement Application. There is a \$25 fee for adding an endorsement. Please contact the FCB for the necessary documents.

7. What are the various applications and credentials associated with this program?

The FCB strives to develop application programs that reflect the needs of the certified population. As such, the FCB offers the following credentials related to the CCM and CCMS programs.

- The Standard Application process is for the majority of applicants. The application is online and supporting documents are mailed, emailed, or faxed to the FCB.
- The provisional certification process is currently manual. All forms are posted online for applicants seeking provisional certification. These applicants still need to create a profile in the FCB system before FCB can process the manual application.
- The CCM-CCMS Endorsement Application is manual. These forms are NOT posted online. Please contact the FCB at 850-222-6314 to request documents.

Acronym	Credential
<i>Use the online Standard Application Process for:</i>	
CCM-A	<i>Certified Case Manager – Adult Population</i>
CCM-C	<i>Certified Case Manager – Child Population</i>
CCM-CA	<i>Certified Case Manager – Adult and Child Populations</i>
CCMS-A	<i>Certified Case Manager Supervisor – Adult Population</i>
CCMS-C	<i>Certified Case Manager Supervisor – Child Population</i>
CCMS-CA	<i>Certified Case Manager Supervisor – Adult and Child Populations</i>
<i>Use the manual Provisional Application Process for:</i>	
CCM-P	<i>Certified Case Manager Supervisor – Provisional Status</i>
<i>Use the Manual CCM-CCMS Endorsement Application Process for:</i>	
CCM-P	<i>Certified Case Manager Supervisor – Provisional Status</i>



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8. Do you have to be currently employed as a case manager or case manager supervisor to earn this credential?

No. Current employment is not a requirement for the CCM or CCMS credentials. The FCB accepts documented work experience and training that is up to 10-years-old.

9. 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.

10. I only have 11 months of experience working with children (or adults). What application do I use?

The most cost effective approach is to apply for certification when the one-year work experience requirement has been met. The other option is to apply for certification under the provisional application process.

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

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.

12. Now that I am certified, can I go into business for myself?

FCB credentials do not qualify an individual for private practice. Holding FCB case management certification means that you are eligible to provide case management or case manager supervisor services as an employee of an agency that is an **enrolled Medicaid Mental Health Targeted Case Management Provider**.

Online Application Questions

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

Certification Requirement	Non-Accredited Employer Application & Documentation Requirements
FCB online profile	Applicant creates individual FCB online profile.
CCM or CCMS online application	Applicant creates online CCM or CCMS application.
Endorsements	Applicant selects “adult”, “child”, or “adult and child” in the online CCM or CCMS application.
Formal Education	Applicant provides unofficial copy of college/university transcript.
AHCA-Approved Training	Applicant downloads the CCM-CCMS Training Verification Form, completes Part 1, and provides to current and/or former employer(s) to complete Part 2. Either the applicant or the employer will provide the completed form and supporting documentation to the FCB.
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.



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2. 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.

3. 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.

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

5. 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.

6. 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.

Formal Education Questions

1. 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

2. 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.



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3. 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*.

4. 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
- International Education Research Foundation: www.ierf.org
- Joseph Silny & Associates: www.jsilny.com
- World Education Services, Inc.: www.wes.org

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.

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

Employees hired before October 2006, who have been consistently employed and are currently recognized by Medicaid to provide billable targeted case management services 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.

Employees hired after October 2006 who do not hold an eligible college degree are not eligible for the CCM or CCMS credentials.

6. Why does the formal education requirement reference October 2006?

The current Handbook was published in 2006. All targeted case manager supervisor's and targeted case managers hired after 2006 are already required to hold an eligible formal degree.



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Training Requirement Questions

The training requirement is documented on the CCM-CCMS Training Verification Form, posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

The training requirement is the same for case managers and case manager supervisors. All applicants must provide documentation of compliance with the current training requirements stated in the *Florida Medicaid Mental Health Targeted Case Management Handbook*. Eligible training:

- ✓ Is approved by AHCA,
- ✓ Was completed within 3 months of hire or before billing Medicaid, and
- ✓ Meets the content requirements stated in the *Targeted Case Management Training Requirements* (page 1-11) stated in the Florida Medicaid Mental Health Targeted Case Management Handbook.

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.

1. How do I document my training?

The training requirement is documented on the FCB Training Verification Form, posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

- ✓ Applicants download and complete part 1 of the Training Verification Form and provide the form to employer(s) to complete.
- ✓ Employers must complete part 2 of the form.
- ✓ Either the applicant or the employer can submit the completed form and supporting documentation. Eligible supporting documentation contains the following: participant name, name of training event, date(s) of training event, hours of training completed, and the name of the training provider.

2. AHCA told us we were approved to do our own training. How do we proceed?

The FCB does not have a record of AHCA approved training providers. Employers must work with AHCA to locate training approvals and/or any other related documents that will demonstrate compliance with the current training requirement as stated in the Handbook.

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

The FCB will recognize all training certificates issued by AHCA approved training providers. The training certificate issued by the provider is the documentation necessary to meet the FCB's training requirement; however it is not recognized as equivalent to certification. *Person to Person* is an AHCA-approved training that meets FCB's CCM-CCMS training requirement.



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Work Experience Requirement Questions

Work experience is documented on the CCM-CCMS Work Verification Form, posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

The work experience requirement varies depending on:

- ✓ The credential requested (CCM or CCMS),
- ✓ The formal degree held by the applicant, and
- ✓ The number of hours of experience with each target population.

1. How many hours of work experience do I need?

Each endorsement requires a specific number of hours of related work experience. The FCB will use the approved documented work experience to issue the correct credential and endorsement(s).

Endorsement	CCM	CCMS Related Degree	CCMS Unrelated Degree	CCM-P	CCM-P Upgrade
A	2,000 hours	4,000 hours	8,000 hours	N/A	2,000 hours
C	2,000 hours	4,000 hours	8,000 hours	N/A	2,000 hours
A-C	4,000 total (2K@A & 2K@C)	8,000 hours (4K@A & 4K@C)	16,000 hours (8K@A & 8K@C)	N/A	N/A

2. Can case managers earn the required year (2,000 hours) of experience while on-the-job?

Yes. Case managers without a minimum of 2,000 hours of related experience at the time of application may apply for certification under the provisional application process. See the Provisional Certification section of the website for details.

3. Can case manager supervisors earn the required 2 years (4,000 hours) or 4 years (8,000 hours) 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. Additionally, case manager supervisors are not eligible for the provisional application process.

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

Yes. Case manager supervisors may claim direct experience providing or supervising targeted case managers serving the adult or child populations.



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5. How do I document my work experience?

You must seek out documentation of 2,000 hours, 4,000 hours or 8,000 hours of related experience for EACH ENDORSEMENT YOU ARE REQUESTING.

The FCB accepts work experience gained within the last 10 years. All applicants must request work experience documentation from their employer(s). Work experience is documented on the FCB Work Verification Form, posted online at <http://flcertificationboard.org/certification/case-management-credentials/>

- Applicants download and complete part 1 of the Work Verification Form and provide the form to employer(s) to complete.
- Employers must complete part 2 of the form, attach a supporting position description and submit the form and supporting documentation directly to the FCB on behalf of the applicant.

6. 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, apply for certification under the provisional application process.

7. 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.

8. 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.

9. 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.



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ACCREDITED EMPLOYER and EMPLOYER BULK PAYMENT QUESTIONS

1. What happened to the FCB's *accredited employer* program?

Effective August 1, 2017, the FCB closed the accredited employer program. Agencies that were awarded Accredited Provider status were allowed to complete the certification process for all employees identified to the FCB before the program was ended. The FCB is no longer processing applications under the Accredited Employer program.

2. What happened to the FCB's *employer bulk payment* program?

Effective August 1, 2017, the FCB closed the employer bulk payment program. Agencies that were awarded employer bulk payment status were allowed to complete the certification process for all employees identified to the FCB before the program was ended. The FCB is no longer processing payments under the employer bulk payment program.

3. So, how do we pay?

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. Provide your employee's with a company credit card and direction to access their individual online account to pay the fee.
2. Require employees to pay their own certification fee and reimburse the employee directly.