



# Certified Case Manager (CCM)

The Certified Case Manager (CCM) program is for people who provide mental health targeted case management services to either the Children's or Adult Mental Health Target Groups under the terms and conditions of the Agency for Health Care Administration (AHCA) *Florida Medicaid Mental Health Targeted Case Management Handbook*.

The CCM requires a minimum of a Bachelor's degree, specified training, and 2,000 hours of experience providing case management services to children or adults. Individual who meet degree and training requirements but do not have at least one year of experience are eligible to apply for provisional certification (see the CCM-P Standards Table for details.) Individuals holding the CCM credential have demonstrated competency through training and experience in the performance domains of:

- Engagement and Assessment
- Service Planning and Development
- Coordination, Linkage and Monitoring
- Documentation
- Professional, Legal and Ethical Responsibilities

## CREDENTIAL STANDARDS & ELIGIBILITY REQUIREMENTS

---

Individuals seeking the CCM credential must meet all FCB administrative requirements and all CCM specific standards and eligibility requirements.

- Administrative requirements are detailed in the FCB Candidate Guides:
  - Candidate Guide: Application Process
  - Candidate Guide: Examination Process and Credential Award
  - Candidate Guide: Maintenance and Renewal Process
- Credential specific standards and eligibility requirements are listed on this document.

The FCB is accepting CCM applications under the grandparenting standards until March 1, 2018. A grandparenting period is specifically designed to certify individuals who are currently providing the specified services without requiring additional training, experience or testing. All applications received before March 1, 2018 must be complete (i.e., the credential must be earned) by August 1, 2018. Individuals who do not hold the CCM credential by August 1<sup>st</sup> will be required to earn a passing score on the exam as part of the certification process. **Please carefully read the Grandparenting Standards policy as stated in the *Candidate Guide: Application Process*.**

# CCM STANDARDS AND ELIGIBILITY REQUIREMENTS

---

TOPIC	MINIMUM REQUIREMENT
<i>Please review the <u>Candidate Guide: Application Process</u> and the following CCM requirements.</i>	
<b>Formal Education</b>	Bachelor’s degree or higher from an accredited college or university.
<b>Content Specific Training</b>	<p>Completion of an AHCA approved targeted case management training program.</p> <p>All training must have been completed within the last 10 years.</p>
<b>Related Work Experience</b>	<p>2,000 hours providing mental health targeted case management services to the Children’s or Adult Mental Health Target Group(s).</p> <p>All experience must be paid, formal experience. Volunteer work and internships are not eligible for certification purposes.</p> <p>All experience must have been gained within the last 10 years.</p>
<b>Exam</b>	Suspended during the grandparenting period. Note: if a credential earned during the grandparenting period ever goes inactive, passing the exam will be a requirement of reinstatement.
<i>Please review the <u>Candidate Guide: Credential Maintenance and Renewal</u> and the following CCM requirements.</i>	
<b>Continuing Education</b>	10 hours per year. Training content must be related to CCM core competencies.
<b>Renewal</b>	All credentials issued during the grandparenting period will expire on March 31, 2019, regardless of award date. Thereafter, the credential will renew biennially, on March 31 <sup>st</sup> of the renewal year.

## APPLICATION AND MANDATORY FORM REQUIREMENTS

Please carefully review the *Candidate Guide: Application Process* for details on how to create an account, how to create an electronic application, and how to submit required forms and supporting documentation.

- All applicants **MUST** establish an on-line account with the FCB.
- The CCM application is electronic and can only be accessed from your FCB account.
- Training and Work requirements are documented on FCB forms, which are posted on-line at <http://flcertificationboard.org/certification/case-management-credentials/>
- All FCB forms must be filled out electronically; handwritten forms will be denied. The FCB accepts electronic signatures and attachments through email.
- Applications received under the grandparenting standards must be approved before August 1, 2018. Applicants who have not earned the CCM credential by this date will be required to pass the exam.

## DOCUMENTATION SUBMISSION PROTOCOL

REQUIRED DOCUMENTATION	APPLICANT PROVIDED	NON-APPLICANT SOURCE
<b>Formal Education</b>	On electronic application, report degree(s). Upload a copy of the college or university transcript to the application.	The FCB will accept unofficial transcripts for this credential.
<b>Work Experience</b>	On application, report each employer(s) who will submit work verification documentation.  Download the CCM-CCMS Work Verification Form from the FCB website. Complete Part 1 and provide to your employer(s) for completion and submission to FCB.	Employer will complete Part 2, attach the position description, and submit the form and supporting documentation directly to the FCB via mail, fax or email.
<b>Content Specific Training</b>	Download the CCM-CCMS Training Verification Form from the FCB website. Complete Part 1 and provide to your employer to complete Part 2.  Either the applicant or the employer can submit the form and supporting documentation to the FCB.	Employer will complete Part 2.  Either the applicant or the employer can submit the form and supporting documentation to the FCB.

***Supporting documentation can be submitted to FCB at [admin\\_assist@flcertificationboard.org](mailto:admin_assist@flcertificationboard.org) or the assigned Certification Specialist.***

## CCM FEES

TOPIC	FEE
<i>The FCB's Fee Schedule is posted on-line. If there is any discrepancy between documents, the published Fee Schedule will prevail. These fees are specific to the grandparenting period. Fees will increase on March 1, 2018.</i>	
<b>Certification Application Fee</b>	\$50
<b>Renewal Fee</b>	\$150  All credentials earned during the grandparenting period will expire for the first time on March 31, 2019. The \$150 renewal fee will be due on or before this date. A new credential will be issued for a two-year period, expiring on March 31, 2021. Thereafter, the credential will renew on March 31 <sup>st</sup> of the renewal year.

## CERTIFICATION PROCESS CHECKLIST

By submitting the CCM application, you are stating/agreeing that you, the applicant, have read all the required policy and procedures covered in the following documents:

- Candidate Guide: Application Process
- CCM Credential Standards Table
- Code of Ethical and Professional Conduct and Disciplinary Procedures

### FCB System Registration and Application

- Online account created
- Online application submitted
  - A. Identify current or prior licenses/certifications
  - B. Identify college or university granting your degree(s)
  - C. Attach the Training Verification Form and supporting documentation.
  - D. Identify employer(s) who will submit Work Verification forms and supporting documentation.
- Fee payment made