Case Manager Certification

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Director of Certification
May 4, 2017
Agenda/Discussion Topics

- Overview and History of the Case Manager Credential Development
- Credential Standards
- Credential Structure and Application Pathways
- Fee Structure
- Application and Award Processes
- Pending Issues – TBD ASAP
Overview & History
2016 Legislation - SB12

• The 2016 Florida Legislature passed a bill requiring “each case manager or person directly supervising a case manager who provides Medicaid-funded targeted case management services shall hold a valid certification from a department-approved credentialing entity as defined in s. 397.311(9), F.S. by July 1, 2017, and, thereafter, within 6 months of hire. s. 394.4573(2)(e), F.S.”
DCF-Approved Credentialing Entity

• The Florida Certification Board (FCB) is a department-approved credentialing entity as defined in s. 397.311(9), F.S.

• The FCB is a private, non-profit professional credentialing organization, established in 1983.
  ▪ Maintains an active certified population in excess of 20,000 persons in the areas of human services, child welfare and health.
  ▪ Administers certification examinations in multiple states.
  ▪ Member of the International Certification and Reciprocity Consortium (IC&RC), allowing for reciprocity between 43 states, 17 countries, and the armed forces.
### Variation in Certification Processes

<table>
<thead>
<tr>
<th>AHCA</th>
<th>Third Party Entity (FCB)</th>
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</thead>
<tbody>
<tr>
<td>• Meet degree requirements</td>
<td>• Make a formal application</td>
</tr>
<tr>
<td>• Meet training requirements</td>
<td>• Meet a set of defined professional standards for</td>
</tr>
<tr>
<td>• Meet work experience requirements</td>
<td>▪ degree requirements</td>
</tr>
<tr>
<td>• One time certification, no renewal</td>
<td>▪ training requirements</td>
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<tr>
<td>• Supervisor documentation provided to AHCA; case manager documentation maintained by employer</td>
<td>▪ work experience requirements</td>
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<td>• Pass a validated, competency-based certification examination</td>
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<td>• Agree to follow a code ethical and professional standards</td>
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<td>• Participate in a defined number of annual continuing education hours</td>
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<td>• Renew credential on set schedule</td>
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</table>
Credential Development

- November 2016 - FCB created a case management workgroup to begin credential development
  - established the core competencies for a case manager
  - 5 Performance Domains, 26 Job Tasks
  - also established the credential structures, standards & application pathways

- Next Phase: Core Competencies will be validated by persons providing mental health targeted case management services
  - Survey data generates the exam blueprint.
  - The exam will be developed in Summer/Fall of 2017 with anticipated implementation date of April 2018.
Overview

- Certified Case Manager for two target audiences:
  - Current case managers and their supervisors who meet AHCA certification standards *prior* to the requirement to “hold a valid certification from a department approved credentialing entity by July 1, 2017” and
  - New staff who must be certified within 6 months of hire.
Implementation Strategy

- FCB will operate a “grandparenting” period from May 11, 2017 through March 31, 2018.

- Individuals seeking certification during the grandparenting period do not have to take an exam.
  - Individuals who are already AHCA certified must TRANSFER the credential to the FCB by July 1, 2017. There are no additional training, experience or testing requirements.
  - Individuals who are “in process” for AHCA or are new hires applying BEFORE March 31, 2018 must meet FCB established education, training and experience requirements, but NO TEST.

- Applicants seeking certification under the grandparenting period MUST apply before March 31, 2018 and must complete all requirements and hold the credential by July 31, 2018.
Implementation Strategy

- AFTER the grandparenting period has closed, applicants will be required to take the exam as part of the certification process.

- THIS WEBINAR FOCUSES ON THE GRANDPARENTING PERIOD ONLY.
Target Audience Needs

• Option for persons who are currently AHCA credentialed who work for an accredited employer.
• Option for persons who are currently AHCA credentialed who work for a non-accredited employer.
• Option for certification of new hires who work for an accredited employer.
• Option for certification of new hires who work for an non-accredited employer.
## Target Audience Needs

<table>
<thead>
<tr>
<th>Accredited Employers</th>
<th>Non-Accredited Employers</th>
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<tbody>
<tr>
<td>• Hold Joint Commission, CARF, COA or NCQA accreditation.</td>
<td>• Do not hold FCB-recognized accreditation.</td>
</tr>
<tr>
<td>• Meet many staffing and training requirements as part of accreditation.</td>
<td>• Applicants must provide original, source documentation for each certification requirement.</td>
</tr>
<tr>
<td>• FCB allows employers to “attest” to verification of some components vs. the applicant providing source documentation.</td>
<td>• Can NOT offer provisional certification for new case manager staff.</td>
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<tr>
<td>• Can offer provisional certification for new case manager staff.</td>
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</table>
Credential Standards
Certification Standards - Case Manager

• Bachelor’s degree from an accredited college or university – No field specified

• 1 year work experience providing at least 12-months of related case management service to EITHER the adult or child population.

• Completion of AHCA-approved targeted case management training within three months of hire.
## Certification Standards - Case Manager Supervisor

<table>
<thead>
<tr>
<th>OPTION A</th>
<th>OPTION B</th>
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<tbody>
<tr>
<td>• A <strong>related Master’s degree</strong> from an accredited university or college</td>
<td>• A <strong>non-related Master’s or any Bachelor’s degree</strong> from an accredited university or college</td>
</tr>
<tr>
<td>• <strong>2 years</strong> work experience providing related case management service to EITHER the adult or child population.</td>
<td>• <strong>4 years</strong> of related case management experience to EITHER the adult or child population.</td>
</tr>
<tr>
<td>• Completion of AHCA-approved targeted case management training within three months of hire.</td>
<td>• Completion of AHCA-approved targeted case management training within three months of hire.</td>
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</table>
Credential Structure and Application Pathways
Credential Structure

• Two credentials with up to two endorsements.
  - Certified Case Manager (CCM)
  - Certified Case Manager – Supervisor (CCM-S)
  - Endorsements = Adult and/or Child

• Can not hold a primary without at least one endorsement.
Credential Structure

Supervisor

- **CCM-SA** = Certified Targeted Case Manager *Supervisor* – *Adult* Population
- **CCM-SC** = Certified Targeted Case Manager *Supervisor* – *Child* Population
- **CCM-SAC** = Certified Targeted Case Manager *Supervisor* – *Adult & Child* Population

Case Manager

- **CCM-A** = Certified Targeted Case Manager – *Adult* Population
- **CCM-C** = Certified Targeted Case Manager – *Child* Population
- **CCM-AC** = Certified Targeted Case Manager – *Adult & Child* Population
Credential Structure

• Can add an endorsement (without additional testing or training requirements) when:
  
  - CCM or CCM-S credential is held
  
  - The endorsement specific work experience is complete
Certification Application Options

**Standard Application**
Any Applicant/Any Employer

- Must meet all education, training and experience requirements **at time of application**.
- Must provide verifiable source documentation to demonstrate each requirement was met.

**Provisional Application**
Applicants working for Accredited Employer

- Must meet education and training requirements within 3 months of hire and apply for and hold provisional certification within 6 months of hire.
- Provisional certification is valid for a 12 month period.
- Must complete on-the-job experience requirements over next 12 months.
- Must apply for an “upgrade” before expiration.
Application Type: **Standard Application**

- For applicants who have met all certification requirements **PRIOR** to application. Documentation of all requirements are submitted together, verified by FCB and the credential is issued, with all its rights and privileges.

  - Applicants currently employed by agencies holding nationally recognized accreditation will be able to complete a truncated process that allows employers to “attest” to completion of requirements vs. original source documentation.

  - Applicants **NOT** currently employed by agencies holding nationally recognized accreditation will be required to submit verifiable documentation for each requirement.
Application Type: **Provisional Application**

- For applicants who need additional on-the-job experience in order to meet certification requirements.
  
  - Documentation of all education and training requirements are submitted and, upon FCB approval, holds a provisional credential for up to one year.
  
  - During the provisional period, applicants are expected to seek out and respond to intensive supervision and complete on-the-job requirements necessary for full certification BEFORE the provisional credential expires.
  
  - Individual applies for a certification upgrade, submits experience documentation and is issued the full credential.
Application Pathways: Provisional

- New hires are eligible to apply for a provisional credential under the grandparenting standards during the grandparenting phase only. Additional fees will apply.

- Applicants currently employed by agencies holding nationally recognized accreditation will are eligible to earn and hold provisional certification.

- Applicants NOT currently employed by agencies holding nationally recognized accreditation ARE NOT ELIGIBLE for provisional certification pathway during the grandparenting or full standards application periods.

- Supervisors are not eligible for provisional certification. Supervisors MUST have met on-the-job experience requirements with the target population BEFORE supervising others.
Fee Structure
Fee Structure: Grandparenting Period
May 11, 2017 - March 31, 2018

Provisional Pathway

- Provisional Application Fee: $100
- Upgrade Application Fee: $25
- Biennial Renewal Fee: $150

Traditional Pathway

- Application Fee: $50
- Biennial Renewal Fee: $150
Fee Structure: After Grandparenting Period
Effective April 1, 2018

<table>
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<th>Provisional Pathway</th>
<th>Traditional Pathway</th>
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</thead>
<tbody>
<tr>
<td>Provisional Application</td>
<td>Application Fee: $100</td>
</tr>
<tr>
<td>Fee: $100</td>
<td>Test Fee: $100</td>
</tr>
<tr>
<td>Test Fee: $100</td>
<td></td>
</tr>
<tr>
<td>Upgrade Application</td>
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Payment Methods

• Employer Pay: FCB accepts bulk payments from employers in the form of CHECK only. Contact Amy Farrington at afarrington@flcertificationboard.org for employer-pay information.

• Individual’s pay fees online, with a credit card for no additional fee.
Application and Award Process (Grandparenting Period)
Online Application and Testing

- FCB maintains an online certification application, award and renewal database.

- Hard copy applications are received for persons meeting ADA requirements who are unable to access or use computers.

- 2 online steps for application:
  - Individual account
  - Online application
Apply Online: Create an Account/Profile

http://flcertificationboard.org/

From the FCB homepage, click on My Account to get started.

Certification-related documents can be found under the Certification tab.
Customer Portal

Click on Create a New Account and follow the screens.
Individual Account

- Takes less than 10 minutes to create.
- MUST be created by the individual, as it asks for:
  - Personal contact information
  - Current employer information
  - Personal attestations to criminal history, professional history and agreement to follow and participate in the FCB Code of Ethical and Professional Conduct and Disciplinary Procedures
Apply Online: Complete Application

Click on Apply for Certification button and select CCM or CCM-S credential.

Follow the application screens.
Online Application

• Should take less than 10 to 15 minutes to create.
• MUST be created by the individual, as it asks for:
  - Current credentialing information
  - Formal Education Background
  - Training Background
  - Work Experience Background
  - Assurance and Release
  - Electronic Application Signature
• Available May 11, 2017
Online Application

• If NOT employer pay, can make credit card payment online.

• If employer pay, does not require payment at time of application.

• All applications require supporting documentation.
Online Application

• Accredited employers submit a single attestation for each applicant.

• Applicants of non-accredited employers must submit:
  ▪ Official transcript
  ▪ Copy of completion of AHCA-approved training
  ▪ Work experience verification (submitted to the FCB by the employer on behalf of the applicant)
Online Application

• The credential is issued online.

• When the application is approved, it is put in ‘certified’ status and is viewable through the public access portal.

• Certified professionals can print an e-wallet card at any time to provide proof of valid certification.

• All credentials issued during the grandparenting period will renew on March 31, 2019 for the first time, regardless of award date.
Online System

• Individuals can access their account and application to track progress in real time.

• Once certified, employers can verify a credential by accessing the FCB public verification portal from our website.

• IN PROCESS applicants are not shown in a public search – only certified or formerly certified individual show.
Online System - Employer Reports

• It’s a data system. Clean data in, clean data out. Dirty data in, dirty data out.

• IF YOU WANT FCB TO BE ABLE TO RUN A REPORT OF YOUR STAFF, you MUST establish a standard protocol/employer name for your staff to enter into their personal account under the “employer” tab.
Recertification/Renewal Standards

- Certified individuals maintain certification through earning a minimum number of Continuing Education Units (CEUs) each year.
- FCB audits a random sample of the certified population during each annual renewal period.
- Individuals who do not renew become inactive and have up to three (3) years to reinstate certification.
Professional and Ethical Standards

- All certified individuals must adhere to the FCB Code of Ethics.
- FCB formally investigates all allegations of ethical misconduct and conducts a full hearing when allegations are founded.
- Sanctions range from financial penalties, to suspension, to decertification.
- Employers can monitor a certified individual’s status (in real time) from the FCB webpage.
Pending Issues ... TBD ASAP
Pending issues

- What does “certified by July 1, 2017” mean?
- Can we continue to bill for the period prior to certification?
- Who issues the Medicaid number for billing?
- How do you know if an employer is accredited?
- How do I make bulk employer payments?
Questions?

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