



PACE™ RENEWAL GUIDE *FOR PRE-APPROVAL*



Commission for Case Manager Certification

ACCREDITED BY THE NATIONAL COMMISSION FOR CERTIFYING AGENCIES

TABLE OF CONTENTS

Introduction	3
Application Categories	3
Standard Applications	
In-Service Applications	
Approval Requirements	4
Renewal Application Process	5
Documentation /Attachments to be Submitted	14
Helpful Hints to Getting it Right	15
Domain Focus Areas for Continuing Education	16
Care Delivery and Reimbursement Methods	
Psychosocial Concepts and Support Systems	
Quality and Outcomes Evaluation and Measurements	
Rehabilitation Concepts and Strategies	
Ethical, Legal, and Practice Standards	
What Won't be Approved	20
Contact Information	20

Introduction

The Commission for Case Manager Certification (the Commission) is committed to developing and maintaining exemplary standards of practice for professionals who practice case management. The Commission strives to elevate the quality of services provided to consumers so each and every professional takes pride in his or her chosen field, and so each and every consumer receives services that enhance his or her vocational opportunities.

The Commission believes that CCM® board certified case managers should continue to expand their skills in order to enhance the quality of the services they provide. The Commission's certification renewal requirements are designed to encourage CCM board-certified case managers to continue their professional education through the attainment of continuing education (CE) in order to help them serve their clients more effectively. Continuing education should enhance the knowledge of CCM board-certified case managers above and beyond that which is required for initial certification.

While certified individuals have the option to achieve certification renewal through passing the examination, continuing education is much more frequently used as a method of certification renewal. Those who choose to renew through continuing education are required to achieve eighty (80) clock hours within the five-year period of certification.

In order to maintain a high quality of continuing education opportunities, the Commission has a pre-approval process for continuing education programs. Organizations that provide continuing education are encouraged to seek pre-approval of their programs, which signifies to all CCM board-certified case managers that the programs are appropriate to use toward meeting the requirements of their certification renewal.

This guide is designed to describe the requirements and procedures involved for those organizations that wish to seek pre-approval of their programs.

Continuing education providers may not promote any activity as pre-approved by the Commission, or use the CE approval statement, until the activity has been formally approved and assigned an approval number.

Application Categories

The Commission provides two types of applications for continuing education approval for organizations: Standard and In-Service.

Standard

All continuing education providers can apply using the standard application. These are anything other than employee in-service programs and will appear in our PACE Directory upon approval.

1. Providers submitting standard applications will submit one application for each activity.
2. Providers pay one fee per application.
3. Approval, once granted, is for one year, beginning on the approval date of the application.

4. Activities, once approved, may be offered an unlimited amount of times within the specified approval period.
5. No retroactive approvals are granted for any program at any time.

In-Service

The In-Service application category was designed particularly for employers providing in-service continuing education to their employees at no charge and will NOT appear in our PACE directory. (Example: a hospital providing employees with a regularly scheduled seminar series, at no charge to employees.) Orientation programs and programs on organizational policies can be approved for CE as long as the content is related to an identified professional gap.

1. In-Service applicants must submit one activity per application.
2. Approval, once granted, is for one year, beginning on the approval date of the application.
3. Activities, once approved, may be offered an unlimited amount of times within the specified approval period.
4. No retroactive approvals are granted for any program at any time.
5. In-service activities may be considered a benefit and/or requirement of employment.

Approval Requirements

Regardless of the category under which an organization applies, the following requirements must be met.

1. The minimum CE amount that can be submitted for approval is .5 CE, or thirty (30) minutes in duration. The Commission only accepts quarter increments i.e. .5, .75, 1.00, 1.25 CEs etc. The requested CE amount should strictly consist of instruction time and does NOT include introductions, coffee breaks, social hours, meals, etc.
2. The focus of the program must be to improve the participant's knowledge of or skill in the practice of case management.
 - a. To be approved, a program must clearly meet one of the domain focus areas for continuing education, as outlined on pages 18-21.
 - b. Content presented must be current and at a level that enable case managers to expand their skills to enhance the quality of the services they provide to help them serve their clients more effectively.
 - c. Content must be balanced and free from any commercial bias. Commercial Interest Organizations (defined as pharmaceutical/drug and medical device manufacturers) are permitted to submit applications for pre-approval, provided the content is non-biased and free from any promotion.
3. Ineligible companies (defined as those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients - ACCME, 2020) may submit applications for pre-approval provided the content is non-biased and free from any promotion.

All content from ineligible companies will be audited for compliance.

4. The purpose of the program must be clearly defined in terms of expected learning outcomes. Learning outcomes reflect what the learner will be able to do as a result of participating in the educational activity. These must describe significant and essential learning that learners will achieve, and can reliably demonstrate at the end of a course or program.
5. The program must include an evaluation component completed by the participants. The extent to which the program met each of the stated learning outcomes must be included on the evaluation. The evaluation should also specifically ask how the activity will either be incorporated into or used in their practice.
6. It is the Commission's philosophical belief that all programs must be held in accessible, barrier-free locations so that no one with a disability is excluded from participation. The Commission strongly encourages all programs to comply with relevant federal, state/provincial, and local laws related to serving individuals with disabilities.

Renewal Application Process

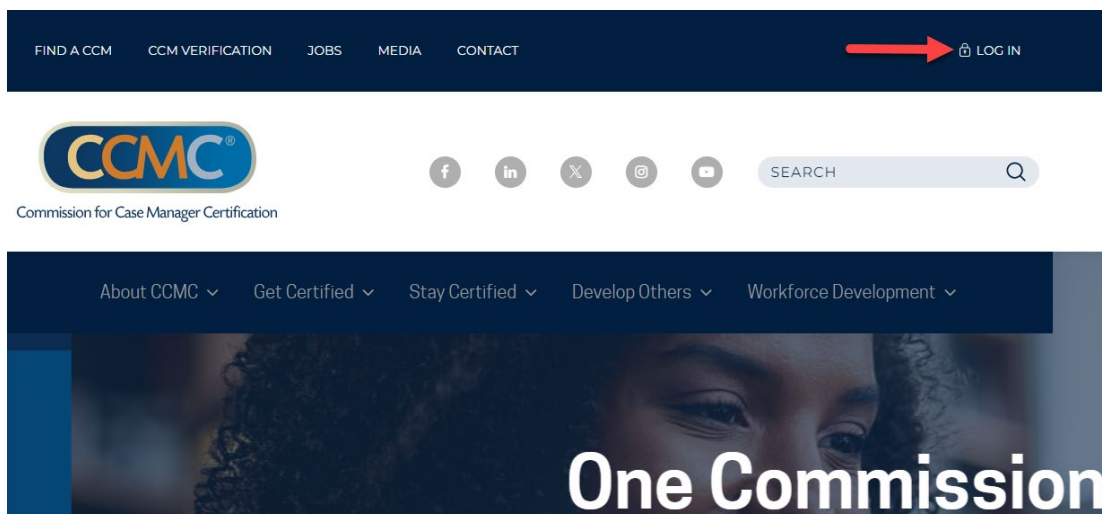
Finding the Renewal Application

Please note: You will not be able to submit your course for renewal if you have not previously submitted this course in our PACE online system. You will only have the option to renew your course beginning 90 days prior to the course expiration date.

The renewal application can be found on the Commission's website: www.ccmcertification.org.

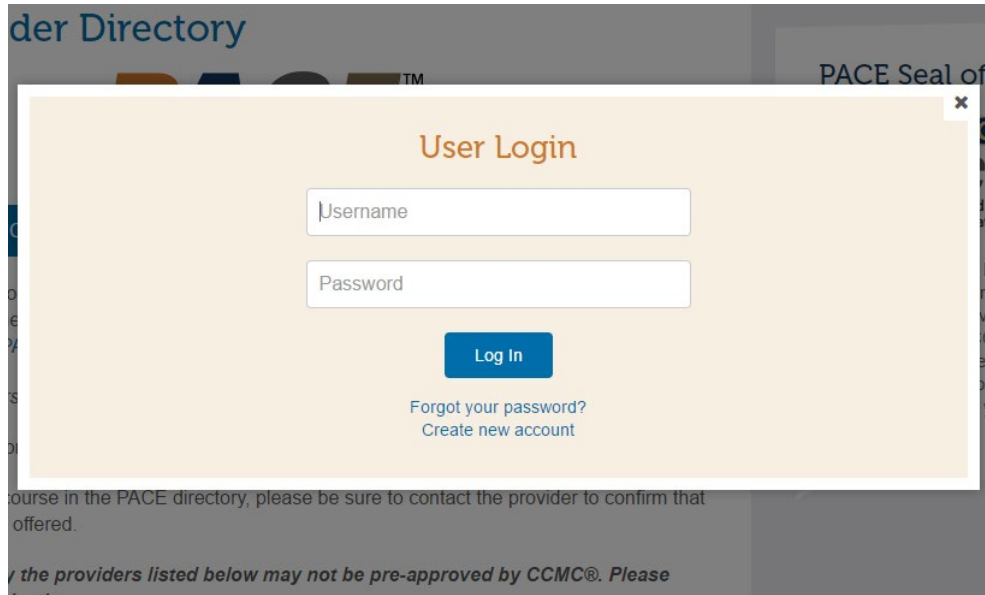
Step 1

Log into your PACE account by clicking on "LOG IN" at the top of the homepage located at www.ccmcertification.org



Step 2

Please login with your Username and Password that was issued to you previously.

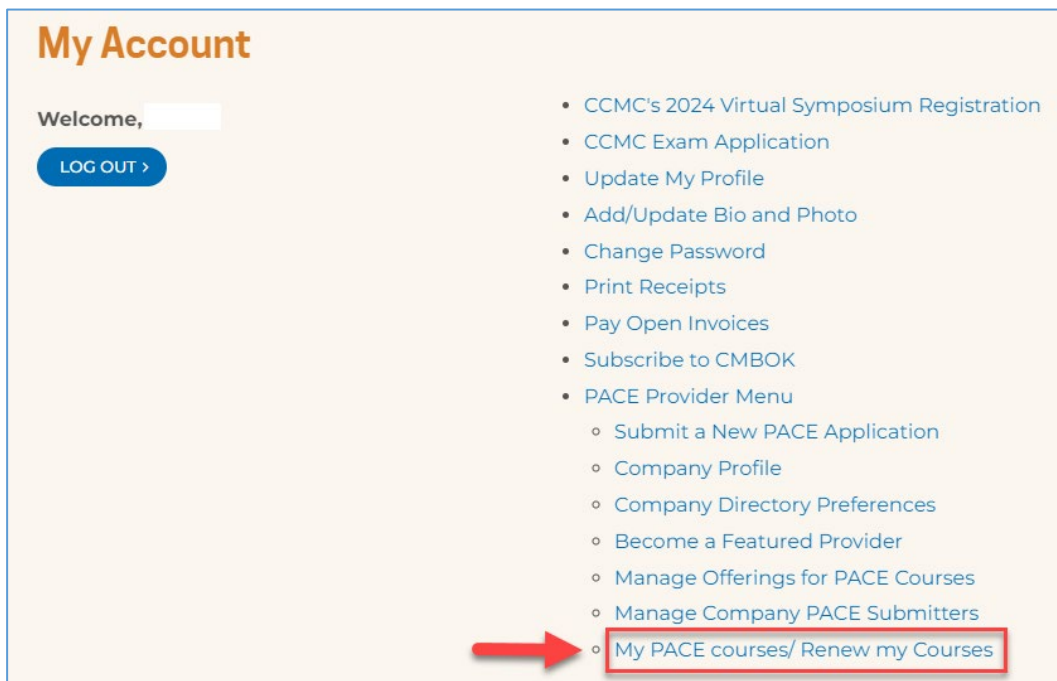


The image shows a 'User Login' form overlaid on a website. The form has a title 'User Login' in orange. Below the title are two input fields: 'Username' and 'Password'. A blue 'Log In' button is centered below the fields. Underneath the button are two links: 'Forgot your password?' and 'Create new account'. The background shows parts of the website header, including 'der Directory' and 'PACE Seal of'.

Step 3

Once you are logged in, click on "MY ACCOUNT" at the top of the page to access the PACE Provider Menu.

Once you clicked on "MY ACCOUNT," click on "My PACE courses/Renew my Courses."



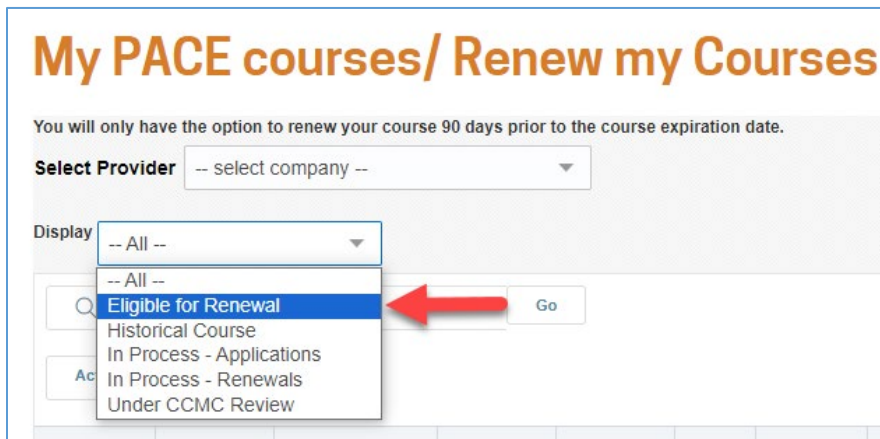
The image shows a 'My Account' menu. On the left, it says 'Welcome, [username]' and has a blue 'LOG OUT >' button. On the right, there is a list of menu items:

- CCMC's 2024 Virtual Symposium Registration
- CCMC Exam Application
- Update My Profile
- Add/Update Bio and Photo
- Change Password
- Print Receipts
- Pay Open Invoices
- Subscribe to CMBOK
- PACE Provider Menu
 - Submit a New PACE Application
 - Company Profile
 - Company Directory Preferences
 - Become a Featured Provider
 - Manage Offerings for PACE Courses
 - Manage Company PACE Submitters
 - My PACE courses/ Renew my Courses

A red arrow points to the 'My PACE courses/ Renew my Courses' item, which is also enclosed in a red box.

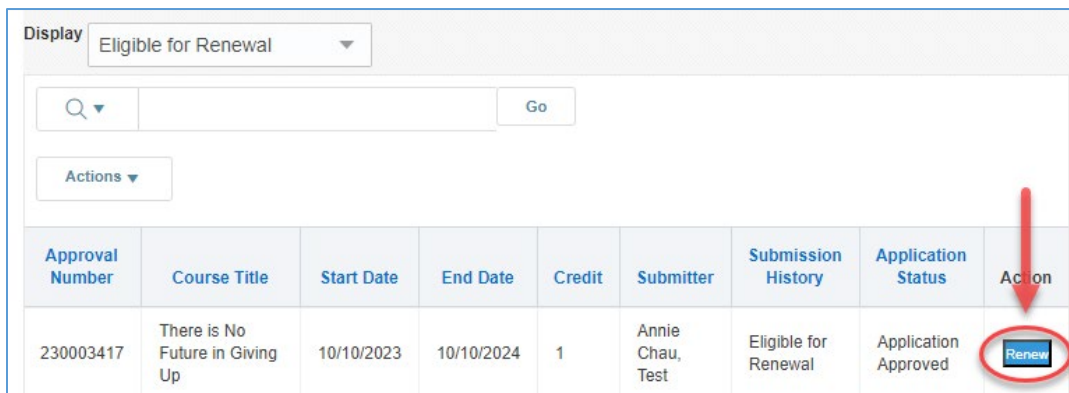
Step 4

Choose "Eligible for Renewal" from the "Display" drop down menu.



Step 5

Choose "Renew" next to the specific application you would like to resubmit.



PLEASE NOTE: You can only renew courses beginning 90 days prior to their expiration dates. New applications will need to be submitted if the courses have expired.

Step 6

You will have to choose if your course has changed.

- If you choose "No," you will **not** have the ability to edit the course CE credits or type of instruction.
- If you choose "Yes," you will have the ability to edit all fields in the application. *PLEASE NOTE: If the course is ethics-related and it wasn't pre-approved for ethics CE prior, please select "Yes," as this will give you the option to mark that this is an ethics course in the application.*
- You will be required to add course offering information and upload course documentation.

My PACE courses/ Renew my Courses

Has this course changed?

When choosing "No" you will **not** have the ability to edit the course CE credits, learning objectives, or type of instruction. Course offering information and course uploads will be required when completing the application.

When choosing "Yes" you will have the ability to change all fields in the application. Course offering information and course uploads will be required when completing the application.

Please note: If you are renewing this course as an ethics course, please select "Yes." This will give you the option to mark off that this is an ethics course in the application.

NO

YES

Step 7

Your application will automatically populate the information that was entered previously in the application if you selected "Yes" to the previous question. The below screen shots will apply if you selected "No."

1. Please indicate whether this is an ethics or a general CE.
2. If you are applying for ethics pre-approval and choose "Ethics CE," you will be directed to the attestation page and will need to attest that the content meets the criteria for ethics before proceeding to the next section.

*****PLEASE NOTE: If you would like to receive Ethics CE pre-approval and it is part of a larger course, then you must submit two (2) separate applications - one for the Ethics CE and one for the remaining CE for this course. For this application, enter the amount of Ethics CE only.***

1. Ethics Course?

2. Course Information

3. Course Offerings & Learning Outcomes

4. Additional Questions

5. Uploads

Review

Please indicate below whether this is an ethics or a general CE course. If you choose "Ethics CE" you will be required to attest that the course meets the ethics criteria on the following page.

📌 Course content for ethics approval must include a discussion of ethics as it relates to the CCMC Code of Professional Conduct **and** its practical application to the content being presented. For more information on the ethics guidelines, please refer to page 4 of the [PACE Guide](#).

Application is for:*

Ethics CE

General CE

Save

Reset

If “Ethics CE” was selected, below is the attestation page that you will be directed to.

1. Ethics Course?
Ethics Attestation
2. Course Information
3. Course Offerings & Learning Outcomes
4. Additional Questions
5. Uploads
Review

Ethics Attestation

Ethics course content must include a discussion of ethics as it relates:

1) to the CCMC Code of Professional Conduct and
2) its practical application to the content being presented.*

I Attest

Next

Step 8

Be sure to complete all ***required** fields. Please note: if you answered “No” to the initial page asking if the course has changed, you won’t be able to edit the type of instruction or CE credits requested fields.

1. Type of Instruction:
 - Meeting, Seminar, Workshop, or Webinar - Live (delivered in real time)
 - Seminar, Workshop, or Webinar - On-Demand (previously recorded)
 - Written/printed (enduring)
 - College/University Course
 - Conference (Live In-person)
 - Conference (Live Virtual)
 - Conference (Hybrid - In-Person, with live and/or recorded virtual sessions)
 - Conference (Recorded virtual)
2. Application Category (In-Service \$50 or Standard \$125)
3. CE Credits Requested (We do not accept any CEs under .5 and only accept quarter increments)
4. Date of Offering (Applications submitted 10-19 business days prior to date of offering are subject to a \$125 priority fee)
5. Word/Test Questions Count - only required for written/printed (enduring) material

Course Information

Type of Instruction*
Select One

Application Category*
Select One

CE Credits Requested -- Only Accept Quarter Increments*
[Text Input]

Date of Offering (please note that applications submitted 10-19 business days prior to date of offering are subject to a \$125 priority fee)*
[Text Input]

Word Count - Only required for written/printed (enduring) material
[Text Input]

Test Questions Count - Only required for written/printed (enduring) material
[Text Input]

Does the number of credits requested include only educational content?*
No

⚠ Credit is not given for introductions, breaks, or meals.

Program Name*
[Text Input]

Focus*
 Disability and Work Interruption Case Management
 Workplace Intervention for Disability Prevention
 Program Development, Management and Evaluation
 Employment Leaves and Benefits Administration
 Ethics

Course Description
[Text Input]

Please describe how this activity will improve the professional practice for the attendee*
[Text Input]

6. Does the number of credits requested include only educational content? “Yes or No.” **Please note that credit is not awarded for introductions, breaks, or meals.**
7. Program Name
8. Domain Focus (check all that apply)
9. Course Description (this could be just a brief description about the course)
10. Please describe how this activity will improve the professional practice for the attendee.

Step 9

Be sure to complete all ***required** fields. You will be required to enter in your course offerings in all renewal applications.

1. Under “Manage Offerings,” please choose the “CLICK HERE-MANAGE OFFERING” button.

2. Once you click on “Manage Offering,” a new tab will populate on your browser. Click on “add a new course offering.”

3. This pop-up box appears to complete the course offering. The course date is automatically populated for the initial offering based on the date entered in the Course Information section.

Be sure that **all mandatory and any relevant fields are completed in their entirety** so that the offering is displayed properly in the PACE directory.

For written/enduring programs, please select "Yes" for the field that asks if the activity is an online program. You will then be asked to put in the date that the course is available until.

Course Offering Information

Instructions
For standard approval courses, please make sure all relevant fields below are filled out in their entirety so that the offering is displayed properly in the PACE directory.

Course Date *
03/11/2024

Use either "MM/DD/YYYY" or "MM/DD/YYYY HH:MI AM" date formats.

Address Line 1

City

State
- select a state -

Province

Postal Code

Country
- select a country -

Fee
 Enter numeric value only.

Course Registration Link

Special Instructions

Is this an Online Program?

All of this information will be populated in CCMC PACE Directory.

4. After you have added the information about this course and you have additional offerings in the future, from your CCMC account choose "Manage Offerings for PACE Courses" to list the rest of them. All of this information is going to be displayed on our PACE Directory for standard approval courses (<https://ccmcertification.org/pace-provider-directory>)
5. Once you added all your course offerings, you can edit them by clicking on the pencil icon after the offerings are saved. To go back to the application, exit out of the offerings tab on your browser.

Manage Offerings *

Please fill out required course information by clicking the link below before saving this page. Then, choose "add a new course offering".

[Click Here - Manage Offering](#)

Learning Outcomes

A minimum of three (3) learning outcomes are required for all activities. Learning outcomes will be what the learner will do after this activity (active), not what the presenter will do (passive). Outcomes must include one of these [action verbs](#).

Learning Outcome #1*

Learning Outcome #2*

Learning Outcome #3*

Learning Outcome #4

Learning Outcome #5

Learning Outcome #6

Learning Outcome #7

Learning Outcome #8

Learning Outcome #9

Learning Outcome #10

Does the evaluation measure the learning outcomes?*

6. Please include at least 3 Learning Outcomes. If you have more than 10 Learning Outcomes, you will be able to include them in the next section of the application under Promotional Materials. (**A learning outcome describes the overall purpose or goal from participation in an educational activity.** Courses should be planned with a measurable learning outcome in mind. Objectives are used to organize specific topics or individual learning activities to achieve the overall learning outcome. The learning outcome is identified from the gap analysis. The learning outcome is a reflection of the desired state.)

Step 10

Be sure to complete all ***required** fields

1. Does the Certificate of Completion contain our approval statement? Please choose Yes or No.
2. How does a participant enroll in your program? (example: website, email or phone)
3. To what other organizations have you applied for pre-approval of this program? (Example: RN Board of Nursing, CRCC, CDMS)

4. What is the location of your program if it is a live event?

1. Ethics Course?	Additional Questions Does the Certificate of Completion contain the following approval statement: "This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM board certified case managers."* <input type="text" value="Select One"/> How does a participant enroll in your program?* <input type="text"/> To what other organizations have you applied for pre-approval of this program?* <input type="text"/> What is the fee to participants for the program? <input type="text"/> What is the location of your program if it is a live event? Please enter N/A for home study and internet programs.* <input type="text"/> What value/benefit do you receive from the PACE program? <input type="text"/>
2. Course Information	
3. Course Offerings & Learning Outcomes	
4. Additional Questions	
5. Uploads	
Review	

Step 11

Be sure to complete all ***required** fields. Course uploads are required to be uploaded for all renewal applications.

1. Upload a copy of the Certificate of Completion
2. Upload a copy of the Participant Evaluation Form
3. Upload a copy of the Promotional Material – this should include the detailed outline/agenda of the course.

PLEASE NOTE:

- *If you are requesting for ethics approval, you are required to upload a comprehensive outline or a copy of the presentation.*
- *If you are submitting an application for written or enduring material, you must upload the post-test.*
- *If you are using Pilot Study as the method for calculating CEs, you are required to upload the completed pilot study forms from a minimum of six (6) subject matter experts.*

1. Ethics Course?	<h2>Uploads</h2> <p>You are required to upload a copy of the certificate, evaluation, promotional material & agenda. Please refer to pages 14-15 of our PACE Guide for the guidelines for these documents.</p> <p>PLEASE NOTE: If you are requesting for <i>ethics approval</i>, you are required to upload a comprehensive outline or a copy of the presentation.</p> <p>If you are submitting an application for <i>home study</i> (written or enduring material) using Mergener formula as the method for calculating CEs, you are required to upload the post-test.</p> <p>If you are using Pilot Study as the method for calculating CEs, you are required to upload the completed pilot study forms from a minimum of six subject matter experts.</p> <p>Certificate of Completion**</p> <p><input type="button" value="Choose File"/> No file chosen</p> <p>Evaluation Form**</p> <p><input type="button" value="Choose File"/> No file chosen</p> <p>Promo Material #1**</p> <p><input type="button" value="Choose File"/> No file chosen</p> <p>Additional Material #1</p> <p><input type="button" value="Choose File"/> No file chosen</p> <p>Additional Material #2</p> <p><input type="button" value="Choose File"/> No file chosen</p>
2. Course Information	
3. Course Offerings & Learning Outcomes	
4. Additional Questions	
5. Uploads	
Review	

Documentation /Attachments to be Submitted

You are required to include the following items in your application:

1. ***Certificate of Completion*** –The certification of completion that you provide to your participants must include:
 - a. Participant’s name
 - b. Name and date of the course
 - c. Number of credits awarded
 - d. Provider organization name
 - e. Title, name, and signature of an authorized representative from your organization,
 - f. The Commission’s approval statement with approval number, activity code, and amount of CE
 - g. Retention statement, which indicates to the participants how long they must keep the certificate in case of audit. The Commission’s retention statement policy is that documents must be retained for one year past the participant’s CCM board certified case manager’s renewal date.

2. ***Program Evaluation*** – This is a copy of the evaluation your participants will be required to complete at the end of the activity in order to receive credit. You may use any evaluation method that is appropriate for your organization or program. Evaluations must include

participant assessment of the program's success at meeting stated learning outcomes and the value of the program to the participant's practice of case management (specifically "Will you change your practice based on this knowledge?" or "How will this activity impact your practice?")

3. ***Program Promotional Materials*** - This shows our reviewers how the information about your program is being communicated to the public and your target audience. Must include:
- Name of organization
 - Title of program
 - Outline and/or agenda for the program (include a detailed schedule for the activity)
 - Program goal(s)
 - Learning outcomes
 - Target audience
 - CE information - When creating and submitting your promotional materials you may add, *"This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with ____ clock hour(s).*

You may add the PACE seal of approval to your documents:



Final Step: Payment: We accept Visa, Mastercard, American Express or you may choose to pay by Check. Please be aware that we do not review any application until payment is made.

Option 1 - Credit Card

The preferred method of payment is by credit card. The Commission accepts MasterCard, Visa, and American Express. All credit card payments are processed securely. When paying by credit card, be sure to enter your information as requested on the payment portion of the application. You will be able to print your receipts after the payment section in the application.

Option 2 – Check

You also have the option of paying by check. Checks must be made payable to Commission for Case Manager Certification. A service fee of \$35 will be assessed for checks returned for insufficient funds or for charges made to closed accounts.

Helpful Hints for Getting It Right

- To avoid paying the priority fee, allow enough time to complete, submit, and remit payment for your application. If you are submitting a check for payment, make sure to submit the application and that the check is received 20 business days or more in advance to allow for enough time for payment to be processed once it reaches the Commission's National Office.
- The Commission will communicate with you via the email address you provide on your application. Please be sure to add pace@ccmcertification.org to your safe senders' list to ensure you receive all communication.

WARNING: The Commission reserves the right to monitor the programs and activities for which it has granted approval and to withdraw its approval from any program or activity that is offered or presented in a manner that is inconsistent with approval requirements.

RECORD RETENTION:

Each organization approved by the Commission to offer continuing education must maintain the following records, for each approved activity, for a period of five (5) years.

- Course outline (including all dates and locations given, or time period(s) offered online)
- Resume, CVs or biographical information for all presenters and/or authors
- Participant list
- Completed Participant Evaluations
- Record of certificates issued

Each provider is required to have written policies, available upon request, which outline refund and cancellation policies.

Domain Focus Areas for Continuing Education

The following constitute the domain focus areas that are appropriate for continuing education for case managers. The list below denotes the domain and sub-domain focus areas on the CCM exam. Your organization’s continuing education program must fit within one or more of these categories, be current and at a level of knowledge expected of individuals who have already passed the CCM exam.

Care Delivery and Reimbursement Methods

Adherence to care regimen

Alternative care facilities (e.g., assisted living, group homes, residential treatment facilities)

Case management process and tools

Coding methodologies (e.g., Diagnosis-related group [DRG], Diagnostic and Statistical Manual of Mental Disorders [DSM], International Classification of Diseases [ICD], Current Procedural Terminology [CPT])

Continuum of care/continuum of health and human services

Cost containment principles

Factors used to identify client's acuity or severity levels

Financial resources (e.g., waiver programs, special needs trusts, viatical settlements)

Goals and objectives of case management practice

Healthcare delivery systems

Healthcare providers including behavioral health and community vendors

Hospice, palliative, and end of life care

Insurance principles (e.g., health, disability, workers compensation, long term care)

Interdisciplinary care team (ICT)

Levels of care and care settings

Managed care concepts

Management of acute and chronic illness and disability

Management of clients with multiple chronic illnesses

Medication therapy management and reconciliation

Military benefit programs (e.g., TRICARE, VA, CHAMPVA, TRICARE for Life)

Models of care (e.g., patient centered medical home [PCMH], accountable care organization, health home, special needs plan [SNPs], chronic care model)

Negotiation techniques

Physical functioning and behavioral health assessment

Private benefit programs (e.g., pharmacy benefits management, indemnity, employer-sponsored health coverage, individual-purchased insurance, home care benefits, COBRA)

Public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid)

Reimbursement and payment methodologies (e.g., bundled, case rate, prospective payment systems, value-based purchasing)

Roles and functions of case managers in various settings

Roles and functions of other providers in various settings

Transitions of care / transitional care

Utilization management principles and guidelines

Psychosocial Concepts and Support Systems

Abuse and neglect (e.g., emotional, psychological, physical, financial)

Behavioral change theories and stages

Behavioral health concepts (e.g., dual diagnoses; substance use, abuse, and addiction)

Client activation

Client empowerment

Client engagement

Client self-care management (e.g., self-advocacy, self-directed care, informed decision making, shared decision making, health education)

Community resources (e.g., elder care services, fraternal/religious organizations, government programs, meal delivery services, pharmacy assistance programs)

Conflict resolution strategies

Crisis intervention strategies

End of life issues (e.g., hospice, palliative care, withdrawal of care, Do Not Resuscitate)

Family dynamics

Health coaching

Health literacy assessment

Interpersonal communication (e.g., group dynamics, relationship building)

Interview techniques

Multicultural, spiritual, and religious factors that may affect the client's health status

Psychological and neuropsychological assessment

Psychosocial aspects of chronic illness and disability

Resources for the uninsured or underinsured

Spirituality as it relates to health behavior

Support programs (e.g., support groups, pastoral counseling, disease-based organizations, bereavement counseling)

Wellness and illness prevention programs, concepts, and strategies

Quality and Outcomes Evaluation and Measurements

Accreditation standards and requirements

Case load calculation

Cost-benefit analysis

Data interpretation and reporting

Health care analytics (e.g., health risk assessment, predictive modeling, Adjusted Clinical Group [ACG]®)

Program evaluation and research methods

Quality and performance improvement concepts

Quality indicators techniques and applications

Sources of quality indicators (e.g., Centers for Medicare and Medicaid Services [CMS], Utilization Review Accreditation Commission [URAC], National Committee for Quality Assurance [NCQA], National Quality Forum [NQF], Agency for Healthcare Research and Quality [AHRQ])

Types of quality indicators (e.g., clinical, financial, productivity, utilization, quality, client experience)

Rehabilitation Concepts and Strategies

Assistive devices (e.g., prosthetics, text telephone device [TTD], teletypewriter [TTY], telecommunication device for the deaf, orientation and mobility services)

Functional capacity evaluation

Rehabilitation post an injury, including work-related

Rehabilitation post hospitalization or acute health condition

Vocational and rehabilitation service delivery systems

Vocational aspects of chronic illness and disability

Ethical, Legal, and Practice Standards

Affordable Care Act (ACA)

Case recording and documentation

Critical pathways, standards of care, practice guidelines, and treatment guidelines

Ethics related to care delivery (e.g., advocacy, experimental treatments and protocols, end of life, refusal of treatment/services)

Ethics related to professional practice (e.g., code of conduct, veracity)

Health care and disability related legislation (e.g., Americans with Disabilities Act [ADA], Occupational Safety and Health Administration [OSHA] regulations, Health Insurance Portability and Accountability Act [HIPAA])

Legal and regulatory requirements

Meaningful use (e.g., electronic exchanges of summary of care, reporting specific cases to specialized client registries, structured electronic transmission of laboratory test results, use of electronic discharge prescriptions)

Privacy and confidentiality

Risk management

Self-care and well-being as a professional

Standards of practice

WHAT WON'T BE APPROVED

- Any program that is drug or product based
- Vendor fairs/exhibitor booths
- Any courses designed to prepare individuals to take the CCM exam
- Incomplete Applications
- Applications received without payment
- Retroactive courses and enduring material – we cannot post-approve learning activities at any point in time. **No exceptions.**
- Applications received less than 10 business days (two calendar weeks) before date of offering

Questions about the PACE Program?

For inquiries about the PACE program or a specific application, please contact:

The Commission for Case Manager Certification

Email pace@ccmcertification.org
Phone 856-380-6836