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All questions and requests for information about
certification should be directed to:
Association of Physician Leadership in Care Management
(APLCM)
40 Rahling Circle
Little Rock, AR 72223
Phone: (501) 907-2262
Fax: (501) 227-4247
E-mail: certification@acmaweb.org  Web: www.acmaweb.org

All questions and requests for information about
examinations should be directed to:
PSI Candidate Services
18000 W. 105th Street
Olathe, KS 66061-7543
Candidate Services (toll-free): (833) 333-4755
Fax: (913) 895-4650
Web: www.psonline.com

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reserved.
Introduction

This handbook provides information about the Care Management Physician Certification (CMPC) examination and application process. It outlines the design and content of the examination and guides candidates throughout the entire examination process from application through examination.

The purpose of the CMPC certification process is to measure competence of physician advisors working specifically in care management in the health care delivery system and to promote professional practice standards. The selection of physician advisors in these settings is not regulated by states or national authorities, thus achievement of the credential allows for physician advisors to voluntarily demonstrate their knowledge and competence in care management. The CMPC credential indicates successful completion of the certification examination and ongoing competency in the practice.

About APLCM

The CMPC certification is governed and managed by the Association of Physician Leadership in Care Management (APLCM).

The mission of APLCM is to support the evolving role of physician advisors, physician case management and transitions of care leaders, medical directors, and chief medical officers who work with a care management team. The goals of APLCM are to support the physician role in the care management team through collaboration, networking, research, education, training, knowledge, and publication opportunity.

Independent Testing Agency

The CMPC Care Management Physician Certification examination is administered by PSI, an independent testing agency. PSI is contracted to assist in the development, administration, scoring and analysis of the CMPC Care Management Physician Certification examination. PSI Services, a private corporation in Glendale, California, is a leader in the testing industry, offering certification, licensing, talent assessment, and academic solutions worldwide.

Nondiscrimination Policy

APLCM and PSI do not discriminate among candidates on the basis of race, color, creed, gender, sexual orientation, religion, national origin, disability or marital status.

About the Examination

The CMPC Care Management Physician Certification examination is designed to test a well-defined body of knowledge representative of the professional practice of physicians in health care delivery system case management. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested and critical thinking skills relevant to the practice of health care delivery system case management for physicians.

The CMPC Care Management Physician Certification examination consists of a 100-multiple-choice question core examination (85 scored questions and 15 pretest questions). Pretesting items are unscored and allow examination committees to collect meaningful statistics about new multiple-choice questions that may appear as scored questions on future examinations.

Candidates are permitted 3 hours to complete the examination. Those who meet the eligibility requirements and achieve the required passing score will be awarded the designation of Care Management Physician Certification (CMPC).

To apply for the examination, complete the online application available at www.aplcm.org on the “Certification” page under the heading “Apply for CMPC.” For your convenience, this handbook may also be downloaded or printed from PSI’s website at www.psionline.com.

Examination Development

The content of the CMPC Care Management Physician Certification examination is defined through a national job analysis study. The study involves surveying practitioners in the field to identify routine tasks considered important to competent practice. Practitioners are selected from a wide variety of work environments, settings, and geographical areas. The examination is developed and maintained through a combined effort of qualified subject-matter experts and testing professionals who construct the examination in accordance with the CMPC Care Management Physician Certification examination content outline.

Validation of the examination is determined using a modified Angoff method applied during the performance of a passing point study by a panel of experts in the field. This universally accepted psychometric procedure relies on content experts and testing professionals to determine the passing probability of each item or problem. Once an initial score is determined, the passing score is adjusted and confirmed through statistical analysis.
The exact passing point may vary from one form of the examination to another, depending on the scored items or problems included on the form attempted. The examination committee follows strict guidelines in selecting items or problems for each examination form to ensure that different versions of the examination are parallel in difficulty.

For more information on the development and validation of the CMPC Care Management Physician Certification examination, visit the APLCM website.

**Examination Fee**

Examination Fee – $475

Candidates deemed ineligible to sit for the examination will receive a refund of the examination fee less a $75 processing fee.

**Eligibility Requirements**

The examination is currently available to licensed physicians holding either a MD or D.O. designation.

No specific amount of prior work experience is required, but two (2) years of experience as a physician advisor in care management is recommended.

**Examination Administration**

Examinations are delivered by computer at more than 300 PSI test centers geographically located throughout the United States. The examination is administered by appointment only Monday through Saturday. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

**Test Center Locations**

PSI test centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI test centers, including addresses and driving directions, may be viewed at PSI’s website. To locate a test center for the CMPC Care Management Physician Certification examination, go to www.psonline.com and select “Schedule My Test.” Type “ACMA” or “American Case Management Association” in the “Find Your Test” box. Select “Locate Testing Center.”

Specific address information and directions to the test centers are available through the website; the address will also be provided when a candidate calls or goes online to schedule an examination appointment.

**Applying for an Examination**

An application to take the examination is available on the APLCM website.

Candidates may submit their application at any time. All applications must be accompanied by full payment of application fees to be considered complete and ready for approval.

Upon receipt of approval, candidates will receive a scheduling notice from PSI and will be directed to schedule their examination through PSI’s candidate services online portal, or by contacting PSI by phone. Candidates are required to schedule both portions of the initial exam (multiple choice core and specialty simulation) for the same date and time. Under special circumstances, candidates may schedule these exam sections at different dates/times, but they will be charged an additional $75 surcharge.

Eligibility to test begins with receipt of approval from PSI, and ends twelve (12) months from that date. Failure of a candidate to schedule or take their examination within that twelve-month period will result in the forfeiture of all fees.

To enable prompt and efficient processing, candidates should ensure that the CMPC Care Management Physician Certification examination application is properly completed and that the information provided is accurate.

**Scheduling an Examination**

After applications are approved, candidates will receive written confirmation from APLCM and a scheduling notice from PSI (by email and mail). At that time, candidates may go online at www.psonline.com or call PSI at (833) 333-4755 to schedule an examination appointment. The toll-free number is answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday, and 8:30 a.m. to 5:00 p.m. on Saturday. Do not call the test center directly.

When scheduling an examination, candidates should be prepared to confirm a location and a preferred date and time for testing. Candidates will be notified of the time to report to the test center when scheduling the examination appointment.
If you contact PSI by 3:00 p.m. Central Time on...

<table>
<thead>
<tr>
<th>Monday</th>
<th>Wednesday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>Thursday</td>
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<tr>
<td>Wednesday</td>
<td>Friday/Saturday</td>
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<tr>
<td>Thursday</td>
<td>Monday</td>
</tr>
<tr>
<td>Friday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

Depending on availability, your examination may be scheduled as early as...

Candidates are advised to schedule their examinations early enough in their allotted testing period to ensure they have the best opportunity to test when and where desired.

**Holidays**

Examinations will not be offered on the following holidays:
- New Year’s Day
- Martin Luther King Jr. Day (and the following Friday)
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day

**Special Arrangements for Candidates with Disabilities**

APLCM and PSI comply with the Americans with Disabilities Act and strive to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities.

Wheelchair access is available at all test centers. Candidates with visual, sensory, or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements. To request special accommodations, contact APLCM at certification@acmaweb.org or by phone at 501-907-2262 for more information on the application process. Online forms must be completed along with a completed application and fee to APLCM for the exam. Candidates should also inform PSI of their need for special accommodations when calling to schedule an examination.

**Examination Appointment Changes, Missed Appointments, Cancellations**

Candidates may only reschedule examination appointments within their allotted testing period. All appointments must be rescheduled at least two business days prior to the scheduled testing session (see following table). An examination appointment may be rescheduled once within the same testing period at no charge by contacting PSI at www.psionline.com or at (833) 333-4755 at least two business days prior to the scheduled testing session (see following table). Subsequent rescheduled appointments will incur a $75 change fee, and candidates must contact APLCM at certification@acmaweb.org or (501) 907-2262 prior to contacting PSI.

In an emergent situation, candidates should contact the APLCM National Office at (501) 907-2262.

**Fees and Refund Policy**

Candidates must submit the appropriate fee with the CMPC Care Management Physician Certification application. Payment may be made by credit card, cashier’s check or money order made payable to APLCM. Company and personal checks are acceptable; however, a $25 fee will be charged on all returned checks.

Credit card transactions that are declined will be subject to a $25 handling fee. Candidates must send a cashier’s check or money order for the amount due, including the handling fee, to ACMA to cover declined credit card transactions.

**Examination fees are not refundable or transferable.**

Candidates will forfeit their examination registration and all fees paid to take the examination under the following circumstances:

- Candidates select to withdraw from the examination after submitting an application,
- Candidates need to reschedule an examination (within...
the allotted testing period) and fail to contact PSI at least two business days prior to the scheduled testing session,
  • Candidates appear more than 15 minutes late for a scheduled examination, or
  • Candidates fail to report for an examination appointment.

If any of these conditions are true, a complete CMPC Care Management Physician Certification application and examination fee are required to re-register for the examination.

**Inclement Weather, Power Failure or Emergency**

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the test center personnel are able to open the test center. If power to a testing center is temporarily interrupted during an administration, examinations will be restarted where left off and candidates may continue the examination.

PSI will make every effort to contact the candidates to inform them of a cancellation, if the situation permits.

Candidates may visit PSI’s website at [www.psionline.com](http://www.psionline.com) prior to the examination to determine if PSI has been advised that any test centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a test center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures. No charge will be applied when rescheduling due to an PSI approved cancellation for inclement weather, power failure, or emergency.

**Preparing for the Examination**

APLCM does not produce or endorse any preparatory course or study materials. Though third parties may develop preparatory materials, be aware when purchasing, that the APLCM has not provided to any third party any details regarding exam content beyond the publicly available materials published on APLCM’s website. Any preparatory course or study materials available from a third party are based on their own knowledge, experience, and publicly available information. Preparatory courses may or may not accurately predict the material that is on the examination. No developer of preparatory materials can know for certain what will appear on the examination, nor can they guarantee that you will achieve a passing score on the examination. Be wary of any party making such claims.

It is suggested that individuals preparing for the CMPC Care Management Physician Certification Manager examination make use of the content outline and other materials available within the CMPC Candidate Handbook. Candidates are encouraged to review the content outline and concentrate on areas where they have less experience or tasks that they do not perform on a regular basis.

The primary objective in preparing for the examination is to pass. Other objectives such as learning new material and reviewing old material are critical toward this objective. It is, therefore, recommended that candidates begin their study by developing a strategy for success. Good study strategy includes preparation and planning. To prepare, determine what needs to be learned, choose study materials, set study goals, and select a quiet, comfortable place that allows for concentrated focus. Candidates should avoid interruptions by having all tools needed before beginning a study session and review study materials often for knowledge retention.

**Examination Content**

The three-hour, 100-question (85 scored questions and 15 pretest questions) multiple-choice core portion is designed to assess the candidate’s knowledge of health care delivery system care management for physicians. The examination consists of four-option, multiple-choice questions written at three different cognitive levels:

1. **Recall**: The ability to recall or recognize specific information is required.
2. **Application**: The ability to comprehend, relate or apply knowledge to new or changing situations is required.
3. **Analysis**: The ability to analyze and synthesize information, determine solutions, and/or evaluate the usefulness of a solution is required.

These cognitive levels represent an organized way to identify the performance that practitioners will utilize on the job. An outline of the examination content follows.
<table>
<thead>
<tr>
<th>CMPC Care Management Physician Certification</th>
<th>Examination Content Outline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Advocacy and Regulatory Compliance</strong></td>
<td></td>
</tr>
<tr>
<td>A. Act as a liaison to care management, the chief medical officer, professional staff, and hospital administration</td>
<td>12</td>
</tr>
<tr>
<td>B. Continually evaluate and update physician advisor performance metrics</td>
<td></td>
</tr>
<tr>
<td>C. Promote organizational stewardship to medical and professional staff</td>
<td></td>
</tr>
<tr>
<td>D. Ensure compliance with CMS conditions of participation and managed care contracts</td>
<td></td>
</tr>
<tr>
<td><strong>2. Care Progression and Transitions</strong></td>
<td></td>
</tr>
<tr>
<td>A. Conduct concurrent case reviews (levels of care, length of stay, resource utilization, and avoidable days) to achieve timely and effective care across the continuum</td>
<td>14</td>
</tr>
<tr>
<td>B. Conduct retrospective case reviews (levels of care, length of stay, resource utilization, and avoidable days)</td>
<td></td>
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<tr>
<td>C. Support care management in progressing care to discharge</td>
<td></td>
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<tr>
<td>D. Participate in optimization of observation hours</td>
<td></td>
</tr>
<tr>
<td>E. Participate in care coordination rounds</td>
<td></td>
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<tr>
<td><strong>3. Clinical Documentation Improvement</strong></td>
<td></td>
</tr>
<tr>
<td>A. Collaborate with clinical documentation improvement team to ensure timely and accurate documentation</td>
<td>13</td>
</tr>
<tr>
<td>B. Follow up with physician and professional staff to address documentation improvement queries</td>
<td></td>
</tr>
<tr>
<td>C. Serve as a resource for clinical documentation improvement and coding staff</td>
<td></td>
</tr>
<tr>
<td><strong>4. Education</strong></td>
<td></td>
</tr>
<tr>
<td>A. Promote and support patient safety initiatives</td>
<td></td>
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<tr>
<td>B. Assist medical and professional staff with education regarding length of stay, denials, clinical documentation, and practice guidelines</td>
<td></td>
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<tr>
<td>C. Drive performance improvement by sharing physician-specific data regarding length of stay, readmissions, and case denials</td>
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<tr>
<td>D. Support education among medical staff regarding best practices and care guidelines</td>
<td></td>
</tr>
<tr>
<td>E. Educate medical staff on current CMS conditions of participation and accreditation standards</td>
<td></td>
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<tr>
<td><strong>5. Utilization Management</strong></td>
<td></td>
</tr>
<tr>
<td>A. Participate in reviewing and updating the utilization management plan</td>
<td></td>
</tr>
<tr>
<td>B. Participate on the utilization management committee</td>
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</tr>
<tr>
<td>C. Drive revenue cycle optimization and quality improvement</td>
<td></td>
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<tr>
<td>D. Participate in payment and regulatory audit reviews</td>
<td></td>
</tr>
<tr>
<td>E. Participate in review of high-cost therapies and pharmaceuticals</td>
<td></td>
</tr>
<tr>
<td>F. Participate in short-stay inpatient Medicare reviews</td>
<td></td>
</tr>
<tr>
<td><strong>6. Medical Necessity Reviews and Denial Management</strong></td>
<td></td>
</tr>
<tr>
<td>A. Advise physicians regarding appropriate level of care and supporting documentation</td>
<td>20</td>
</tr>
<tr>
<td>B. Support efficient patient throughput</td>
<td></td>
</tr>
<tr>
<td>C. Participate in discharge planning including selecting appropriate next level of care and coordinating with stakeholders across the continuum of care</td>
<td></td>
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<tr>
<td>D. Identify and reduce inappropriate resource utilization during hospitalization</td>
<td></td>
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<tr>
<td>E. Perform peer-to-peer reviews</td>
<td></td>
</tr>
<tr>
<td>F. Assist medical staff with peer-to-peer reviews</td>
<td></td>
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<tr>
<td>G. Participate in ALJ hearings and in the written appeal process</td>
<td></td>
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<tr>
<td>H. Participate in Quality Improvement Organization (QIN-QIO) short-stay audits</td>
<td></td>
</tr>
</tbody>
</table>
Sample Examination Questions

Sample questions are to provide candidates with the format of the exam questions only, and will not appear on any exam. These should not be used for study.

1. The hospital attorney has advised the CEO that CMS publications are guidelines, not strict regulations. The CEO has asked case management to admit all patients. A physician advisor’s next step is to:

A. advise the CEO that CMS regulations are published in the Code of Federal Regulations and should be strictly adhered to without interpretation.

B. advise the hospital attorney that this interpretation is incorrect.

C. meet with care management staff and discuss whether implementation of the CEO’s directive is appropriate.

D. discuss concerns regarding the CEO’s interpretation and directive with the CMO.

Key: D

Content Area: 1.B.

2. The CMO has contacted a physician advisor regarding a complaint from a patient who received a denial regarding inpatient status from the insurance company. The physician advisor’s initial responsibility would be to:

A. review the documented case details with care management leadership.

B. contact the patient and provide education about the CMS regulations relating to admission status.

C. discuss with the admissions team the importance of getting the correct patient status upfront.

D. discuss with the CMO that admission status cannot be changed after discharge.

Key: A

Content Area: 5.D.

3. A Clinical Documentation Improvement team member has called the physician advisor with an urgent request to add documentation to a medical record. The physician advisor should tell the team member that:

A. based on coding guidelines, the physician advisor is unable to directly contact the provider of record.

B. if they are not involved in providing care for this patient, this would be considered leading the provider to change the medical record and is prohibited by coding guidelines.

C. they will review the record for appropriateness of the request and discuss with the provider.

D. they have the authority as a physician advisor to amend the medical record regardless of their involvement with a patient’s care.

Key: C

Content Area: 3.A.

References

APLCM Standards of Practice

Compass training for Physician Advisors

www.CMS.gov (Centers for Medicare and Medicaid Services)

www.jointcommission.org (The Joint Commission)

DNV International Healthcare Accreditation

http://www.cebm.net/glossary/ (Centre for Evidence-Based Medicine)

www.ada.gov (Americans with Disabilities Act)

www.hhs.gov/ocr/index.html (HIPAA Standards and Office of Civil Rights)

NOTE: This is not an exhaustive list. Multiple case management reference materials were used in the creation of the examination. Any materials that discuss case management process and practice, and outcomes measurement and management would be appropriate for review.

Taking the Examination

The CMPC Care Management Physician Certification Manager examination is given by computer at a PSI test center. Computer experience or typing skills are not needed to take the examination. However, candidates should become familiar with the format of the examinations by reviewing the information in this Candidate Handbook. On the day of the examination appointment, candidates should report to the test center no later than their scheduled examination time. Look for the signs indicating PSI Test Center Check-in.

NOTE: Candidates arriving more than 15 minutes after the scheduled testing time will not be admitted and will forfeit their examination fee.
Identification

To gain admission to the test center, candidates will need to present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate’s current name and signature. Candidates will be required to sign a roster for verification of identity.

Acceptable forms of primary photo identification include a current driver’s license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards, and any type of temporary identification are NOT acceptable as the primary form of identification, but may be used as the secondary form, if they include the candidate’s current name and signature.

**CANDIDATES MUST HAVE PROPER IDENTIFICATION TO GAIN ADMISSION TO THE TEST CENTER.** Failure to provide appropriate identification at the time of the examination is considered a missed appointment, and candidates will forfeit their examination fee.

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The test center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, recording devices, pagers, cellular/smart phones, or tablets are allowed in the testing room. Possession of a cellular/smart phone or other electronic device is strictly prohibited and will result in dismissal from the examination.
- No calculators are permitted.
- No guests, visitors, or family members are allowed in the testing room or reception areas.

Examination Time Limit

A maximum of 3 hours is allocated for candidates to take the examination. Once the time limit is reached, only those questions answered will be scored. The examination will be given only on the examination date and time for which the candidate registered.

Personal Belongings

No personal items, valuables, or weapons should be brought to the test center. Only wallets and keys are permitted. Coats must be left outside the testing room. Candidates will be provided a soft locker to store their wallet and/or keys in their testing room. Candidates will not have access to these items until after the examination is completed. Please note that the following items will not be allowed in the testing room except securely locked in the soft locker:

- wallets
- watches
- keys
- hats

Once personal items are placed into the soft locker, candidates will be asked to pull out their pockets to ensure they are empty. If all personal items will not fit in the soft locker, candidates will not be able to test. The site will not store any personal belongings.

If any personal items are observed in the testing room after the examination is started, the administration will be forfeited.

Examination Restrictions

- Pencils will be provided during check-in.
- Candidates will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. Candidates must return the scratch paper to the supervisor at the completion of testing, or they will not receive a score report.
- No documents or notes of any kind may be removed from the test center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking, or smoking will not be permitted in the test center.
- Candidates may take a break whenever they wish, but they will not be allowed additional time to make up for time lost during breaks.

Misconduct

Candidates who engage in any of the following conduct during the examination may be dismissed, scores will not be reported, and examination fees will not be refunded.
Examples of misconduct are when candidates:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers or cellular phones;
- talk or participate in conversation with other examination candidates;
- give or receive help, or are suspected of doing so;
- leave the test center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books, or other aids without it being noted on the roster.

**Copyrighted Examination Questions**

All examination questions are the copyrighted property of APLCM. It is forbidden under federal copyright law to copy, reproduce, record, distribute, or display these examination questions by any means, in whole or in part. Doing so may subject candidates to severe civil and criminal penalties.

**Practice Examination**

After identification has been confirmed, candidates will be directed to a testing carrel. Candidates will be instructed on-screen to enter their identification number. The candidate’s photograph, taken before beginning the examination, will remain on-screen throughout the examination session. This photograph will also print on the score report.

Prior to attempting the timed examination, candidates will be given the opportunity to practice on the computer. The time used for this practice examination is NOT counted as part of the examination time or score. Once candidates are comfortable with the computer testing process, they may quit the practice session and begin the timed examination.

Following the practice examination, candidates will begin the timed examination. Before beginning, instructions for taking the examination are provided on-screen.

The computer monitors the time spent on the examination. The examination will terminate if candidates exceed the time allowed. Candidates may click on the “Time” box in the lower right portion of the screen to monitor their time. A digital clock indicates the time remaining to complete the examination. Candidates may toggle the clock button to display or hide the time remaining in the examination session.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. Choices of answers to the examination question are identified as A, B, C, or D. Candidates must indicate their choice by either typing the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change and answer, candidates must type A, B, C, or D, or click on the option using the mouse. **Candidates may change their answer as many times as they wish during the examination time limit.**

To move to the next question, candidates must click on the forward arrow (>) in the lower right portion of the screen. This action will move candidates forward through the examination question by question. Candidates may review any question or questions by clicking the backward arrow (<) or using the left arrow key to move backward through the examination.

A question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Clicking on the double arrows (>>) will advance candidates to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, candidates may repeatedly click on the double arrows (>>). When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time...
remaining, return to the examination and answer those questions. **Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.**

**Candidate Comments**

During the examination, a candidate may make a comment for any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. The time used to enter comments is included as part of the timed examination. Comments will be reviewed, but individual responses will not be provided.

**Following the Examination**

After completing the examination, candidates are asked to answer a short evaluation of their testing experience. They are then instructed to report to the examination proctor to receive their score report.

This report will indicate whether they passed or failed the examination. Additional detail is provided in the form of raw scores by major content category. The content area scores on the score report are not used to determine pass-fail decision outcomes. They are only provided to offer a general indication regarding candidate performance in each content area. The examination is designed to provide a consistent and precise determination of a candidate’s overall performance and is not designed to provide complete information regarding a candidate’s performance in each content area. Candidates should remember that areas with a larger number of items (questions) will affect the overall score more than areas with a fewer number of items. The precision and consistency of scores diminishes with fewer items, and therefore, sub-scores should be interpreted with caution, especially those that correspond to content areas with very few items. A raw score is the number of questions (points) answered correctly. Pass/fail status is determined by the raw score.

**Pass/Fail Score Determination**

The methodology used to set the minimum passing score is a modified Angoff method, applied during the performance of a Passing Point Study by a panel of experts in the field. The experts evaluate each question on the examination to determine how many correct answers are necessary to demonstrate the knowledge and skills required to pass this examination portion. A candidate’s ability to pass the examination depends on the knowledge and skill displayed, not on the performance of other candidates.

Passing scores may vary slightly for each version of the examination. To ensure fairness to all candidates, a process of statistical equating is used. This involves selecting an appropriate mix of individual questions for each version of the examination that meet the content distribution requirements of the examination content outline. Because each question has been pretested, a difficulty level can be assigned. The process then considers the difficulty level of each question selected for each version of the examination, attempting to match the difficulty level of each version as closely as possible. To assure fairness, slight variations in difficulty level are addressed by adjusting the passing score up or down, depending on the overall difficulty level statistics for the group of scored questions that appear on a particular version of the examination.

**Scores Cancelled by APLCM or PSI**

APLCM and PSI are responsible for the validity and integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. APLCM and PSI reserve the right to void or withhold examination results if, upon investigation, violation of its regulations is discovered.

**If You Pass the Examination**

If candidates pass the examination, they will be provided a certificate from the APLCM, available on the APLCM website.

**If You Do Not Pass the Examination**

Candidates who are unsuccessful in passing the exam may restart the examination application process and are responsible for paying a fee for each exam attempt.

**Failing to Report for an Examination**

Candidates who fail to report for an examination appointment will forfeit the registration and all fees paid to take the examination. A completed application and examination fee are required to reapply for examination.

**Appeals and Disciplinary Policies**

The APLCM provides an appeal process for challenging testing results, denial of eligibility, revocation of the CMPC credential or other circumstances warranting review. It is the responsibility of the individual to initiate the appeal process. In order for an appeal to be considered by APLCM, the written request must be received within thirty (30) days of the date of
the appellant’s testing date or within thirty (30) days of any adverse decision or proposed action. Failure of the examination, on its own, is not a circumstance for review and appeal.

APLCM also has a formal policy for all disciplinary proceedings. Candidates must be in compliance with all APLCM standards, policies and procedures. Each individual bears the burden for demonstrating and maintain compliance at all times.

Confidentiality

Information about candidates and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Duplicate Score Report

Candidates may purchase additional copies of their results at a cost of $25 per copy. Requests must be submitted to PSI, in writing. The request must include the candidate’s name, candidate identification number, mailing address, telephone number, date of examination and examination taken. Candidates should submit this information with the required fee payable to PSI Services Inc. in the form of a money order or cashier’s check. Duplicate score reports will be mailed within approximately two weeks after receipt of the request and fee.

Recertification

The CMPC recertification requirements are designed to enhance the continued competence of certificants by requiring professional development activities that contribute to the acquisition of knowledge, familiarity with current case management issues, the reinforcement of essential skills, and the development of new skills that will enhance performance as a case management professional.

The CMPC credential is valid for five (5) years. APLCM believes strongly that physicians in case management should remain up-to-date and knowledgeable about health care innovations and legislative changes that affect the options available for patients. The five-year recertification requirement is based on APLCM’s assessment of the frequency of significant changes in the case management field, including changes in clinical options, regulations for patient reimbursement and coverage, and other required processes. In conjunction with this determination, the APLCM also evaluated the continuing education requirements of a variety of physician certification and licensure bodies. Evaluation of this data, along with consideration of the defined purpose of the APLCM recertification program, lead to the development of the required number of continuing education credits.

Recertification requirements are currently under review and will be updated in this handbook upon finalization.

Certification must be successfully renewed prior to the individual’s expiration date. Once a certification expires without recertification, the individual must meet all eligibility requirements and successfully pass the exam in order to reinstate certification.

For more information, candidates should visit the “Recertification” section of the APLCM website.

Verification of a Credential

APLCM provides verification for all CMPC credentials through written request. CMPC credential status is public record. Inquiries about an individual’s credential status will be answered with the category, certification number, validation period and statement of standing. Inquiries should be submitted by written request (mail or e-mail) to the APLCM National Office. Requestors should have the certification number and/or full name of the CMPC professional.