



**NBCM**  
NATIONAL BOARD OF CASE MANAGEMENT

# **ACCREDITED CASE MANAGER™** **CANDIDATE HANDBOOK**

**ACM™ Certification For Health Care Delivery System Case Management**

throughput • Collaboration • Screening • Assessment  
Planning • Advocacy • Evaluation • Care Coordination  
Intervention • Regulation • Transitions • Ethics • Through  
Collaboration • Screening • Assessment • Planning  
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AMERICAN CASE MANAGEMENT ASSOCIATION

WWW.ACMAWEB.ORG/ACM

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**All questions and requests for information about certification should be directed to:**

National Board for Case Management (NBCM)  
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Little Rock, AR 72211  
Phone: (501) 907-2262  
Fax: (501) 227-4247  
E-mail: [certification@acmaweb.org](mailto:certification@acmaweb.org) Web: [www.acmaweb.org](http://www.acmaweb.org)

**All questions and requests for information about examinations should be directed to:**

PSI/AMP Candidate Services  
18000 W. 105th Street  
Olathe, KS 66061-7543  
Voice: (913) 895-4600  
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## Introduction

This handbook provides information about the ACM™ Accredited Case Manager Examination for Nurses and Social Workers and application process for the Accredited Case Manager (ACM™) certification. 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 ACM™ certification process is to measure entry level competence of Health Care Delivery System Case Managers and to promote professional practice standards. The selection of case managers in these settings is not regulated by states or national authorities, thus achievement of the credential allows for case managers to voluntarily demonstrate their knowledge and competence. ACM™ credentials (ACM-RN and ACM-SW) indicate successful completion of the specialty-specific certification examination in Health Care Delivery System Case Management and ongoing competency in the practice.

## About the NBCM and ACMA

The ACM™ certification is governed by the National Board for Case Management (NBCM) and managed by the American Case Management Association (ACMA).

The mission of the NBCM is to provide governance for the ACM™ certification program and to promote the highest standard of delivery of safe and effective Health Care Delivery System Case Management through the certification of qualified Nurses and Social Workers practicing in Health Care Delivery System Case Management. The NBCM's responsibilities include: developing and approving certification content, implementing and maintaining certification policies, conducting eligibility reviews, handling appeals and recommending strategies or developments for the ACM™ certification.

The mission of the ACMA is "To be THE Association for Health Care Delivery System Case Management and Transitions of Care (TOC) Professionals." The goals of the ACMA are to provide innovative professional development services, create new opportunities for networking, and influence the policies, laws, and other issues related to the practice of Health Care Delivery System Case Management.

## Independent Testing Agency

The ACM™ Accredited Case Manager Examination is

administered by AMP, a PSI business, an independent testing agency. PSI/AMP is contracted to assist in the development, administration, scoring and analysis of the ACM™ Accredited Case Manager Examination. PSI/AMP, a private corporation owned by PSI Services LLC in Burbank, California, is a leading provider of licensing and certification examinations for professional organizations.

## Nondiscrimination Policy

The NBCM, ACMA and PSI/AMP 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 ACM™ Accredited Case Manager Examinations for Nurses and Social Workers are designed to test a well-defined body of knowledge representative of professional practice in Health Care Delivery System Case Management. Successful completion of a specialty-specific 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 that discipline.

The ACM™ Accredited Case Manager Examinations for Nurses and Social Workers consist of a 110-multiple-choice question core examination (90 scored questions and 20 pretest questions) and a five (5) problem specialty-specific simulation portion (four scored and one pretest problem). Pretesting items are unscored and allow examination committees to collect meaningful statistics about new multiple-choice questions and simulation problems that may appear as scored questions/simulations on future examinations.

Candidates are permitted 2 hours to complete the multiple-choice core portion and 90 minutes to complete the simulation specialty portion. Those who meet the eligibility requirements and achieve the required passing scores will be awarded the designation of Accredited Case Manager™ (ACM-RN or ACM-SW).

To apply for the examination, complete the online application available at [www.acmaweb.org](http://www.acmaweb.org) on the "Certification" page under the heading "Application." For your convenience, this handbook may also be downloaded or printed from PSI/AMP's website at [www.goAMP.com](http://www.goAMP.com).

## Examination Development

The content of the ACM™ Accredited Case Manager 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 ACM™ Accredited Case Manager Examination content outline.

Validation of the Core 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. Validation of the Specialty Simulation Examination is set by an examination committee using a criterion-referenced method similar to a modified Angoff Method. These universally accepted psychometric procedures rely 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 ACM™ Accredited Case Manager Examinations (for Nurses and Social Workers), visit [www.acmaweb.org/acm/ExamDevelopment](http://www.acmaweb.org/acm/ExamDevelopment).

## Examination Fee

Examination fees are the same for both the ACM™ Accredited Case Manager Examination for Nurses and ACM™ Accredited Case Manager Examination for Social Workers.

Examination Fee – \$325  
Retest Fee (Core **and** Simulation)\* – \$325  
Retest Fee (Core **or** Simulation)\* – \$190

\*Candidates are only required to retest for the section(s) of the exam they did not pass. 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 available to registered nurses and social

workers. However, there are specific eligibility requirements necessary to take the examination. These requirements include a blend of education, paid work experience\* and professional practice:

- A Registered Nurse (RN) applicant must possess a valid and current nursing license. RN applicants must provide a nursing license number, state and expiration date.
- Social Worker (SW) applicants must have a Bachelor's or Master's degree from an accredited school of social work **OR** a valid social work license. Social Worker applicants must provide the degree, name of school and year of completion **OR** a current social work license number, state and expiration date.
- All applicants must have at least one (1) year\*\*, or 2,080 hours, of supervised, paid work experience employed as a case manager, or in a role that falls within the [Scope of Services and Standards of Practice](#) of a case manager, by a Health Delivery System.

*\*\*Candidates with less than two (2) years of experience must provide supervisor contact information and an attestation that they have at least one (1) year of supervised case management experience on the ACM™ application. The NBCM recognizes that because case management experience, supervision and education, some case managers may be qualified to sit for the exam after only one (1) year of experience.*

- If an applicant meets the eligibility requirements of both an RN and SW, they must indicate which exam they wish to take and provide the applicable eligibility documentation.

*\*Paid or unpaid internship experience does not count toward full-time work experience.*

## Examination Administration

Examinations are delivered by computer at more than 300 PSI/AMP Assessment Centers geographically located throughout the United States. The examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

## Assessment Center Locations

PSI/AMP Assessment Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI/AMP Assessment Centers, including addresses and driving directions, may be

viewed at PSI/AMP’s website. To locate an Assessment Center for the ACM™ Accredited Case Manager Examination, go to [www.goAMP.com](http://www.goAMP.com) and select “Candidates.” In the pull-down menu, select “Healthcare” and choose “American Case Management Association” as your program. Select the examination of your choice then select “Locate Testing Center.”

Specific address information and directions to the Assessment 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 ACMA website ([www.acmaweb.org](http://www.acmaweb.org)), or by going directly to: [https://www.acmaweb.org/acm/acm\\_application.aspx](https://www.acmaweb.org/acm/acm_application.aspx).

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/AMP and will be directed to schedule their examination through PSI/AMP’s Candidate Services online portal, or by contacting PSI/AMP 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.

**All initial examinations must be scheduled and confirmed for a date within three (3) months following receipt of the application approval.** (Example: If a candidate applies to take the initial exam on January 1st and receives approval, the candidate must schedule and take the exam by no later than March 31st.) Failure of a candidate to schedule or take their examination within this three-month period will result in the forfeiture of all fees.

To enable prompt and efficient processing, candidates should ensure that the ACM™ Accredited Case Manager 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 ACMA and a scheduling notice from

PSI/AMP (by email and mail). **At that time, candidates may go online at [www.goAMP.com](http://www.goAMP.com) or call PSI/AMP at (888) 519-9901 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 Assessment 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 Assessment Center when scheduling the examination appointment.

**NOTE:** Candidates who are taking the examination for the first time, or who are retesting on both portions of the exam, will need to schedule both examinations for the same day unless a special exception has been granted.

If you contact PSI/AMP by 3:00 p.m. Central Time on...	Depending on availability, your examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

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              | Columbus Day                                   |
| Martin Luther King, Jr. Day | Veterans’ Day                                  |
| Presidents’ Day             | Thanksgiving Day<br>(and the following Friday) |
| Good Friday                 | Christmas Eve Day                              |
| Memorial Day                | Christmas Day                                  |
| Independence Day (July 4)   | New Year’s Eve Day                             |
| Labor Day                   |  |

## Special Arrangements for Candidates with Disabilities

NBCM, ACMA and PSI/AMP 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/AMP will provide reasonable accommodations for candidates with disabilities.

Wheelchair access is available at all Assessment 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, complete the **Request for Special Examination Accommodations** and **Documentation of Disability-Related Needs** forms included in this handbook and submit the completed forms with a completed application and fee to ACMA. Candidates should also inform PSI/AMP 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/AMP at [www.goAMP.com](http://www.goAMP.com) or at (888) 519-9901 **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 ACMA at [certification@acmaweb.org](mailto:certification@acmaweb.org) or (501) 907-2262 prior to contacting PSI/AMP.

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

If the examination is scheduled on...	PSI/AMP must be contacted by 3:00 p.m. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday

Friday	Tuesday
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## Fees and Refund Policy

Candidates must submit the appropriate fee with the ACM™ Accredited Case Manager application. Payment may be made by credit card, cashier's check or money order made payable to ACMA. 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/AMP 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 ACM™ Accredited Case Manager 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/AMP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Assessment Center personnel are able to open the Assessment 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/AMP will make every effort to contact the candidates to inform them of a cancellation, if the situation permits.

Candidates may visit PSI/AMP's website at [www.goAMP.com](http://www.goAMP.com) prior to the examination to determine if PSI/AMP has been advised that any Assessment Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at an Assessment 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/AMP approved cancellation for inclement weather, power failure or emergency.**

## Preparing for the Examination

The NBCM and ACMA do not produce or endorse any preparatory course or study materials. Though third parties may develop preparatory materials, be aware when purchasing, that ACMA has **not** provided to any third party any details regarding exam content beyond the publicly available materials published on ACMA'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 ACM™ Accredited Case Manager Examination make use of the Content Outline and other materials available within the ACM™ 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.

For a sample simulation, please visit [www.goAMP.com](http://www.goAMP.com) and select "Candidates." Choose "Healthcare" and select "American Case Management Association" as your program.

Select the examination of your choice then click the link for "Sample Simulation Exercises."

**NOTE:** *The examples provided are meant to simulate the experience of taking this section of the examination, not the actual content of the examination.*

## Examination Content

### Multiple-Choice Core Examination

The 2 hour, 110 question (90 scored questions and 20 pretest questions) multiple-choice core portion is designed to assess the candidate's knowledge of Health Care Delivery System Case Management. 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 multiple-choice examination content follows.

### Specialty Simulation Examination

The specialty-specific 90-minute simulation examination portion consists of five (5) separate case management problems (one pretest problem and four scored problems). The case management setting and situation for each problem are designed to simulate reality and be relevant to the Health Care Delivery System Case Management practice. The simulation component is customized by the examination committee to be appropriate for case managers with either a nursing or social work background. While the actual problems will differ for social workers and nurses, they provide comparable assessment regarding capabilities to manage client (patient) situations.

The "pretest" problem does not count in the scoring of the examination. Pretesting permits evaluation of problem fairness before use for credentialing purposes. The pretest problem is randomly embedded and is not identified in the examination, so candidates should complete all 5 problems with the same level of effort. The content outline for the simulation component of the examination is below.


 <b>Accredited Case Manager (ACM™) Multiple-Choice Core Examination Content Outline</b>	Cognitive level			
	Recall	Application	Analysis	Total
<b>1. Screening and Assessment:</b> conduct screening and assessment activities for the purpose of preadmission, admission, or following admission to an inpatient or bed placement in an outpatient setting	4	13	4	21
A. Obtain relevant, comprehensive information and data required for client assessment from				
1. client				
2. family and significant others (and/or legal guardians)				
3. primary care physician/attending physician				
4. consulting physician(s)/specialist(s)				
5. other members of the interdisciplinary team				
6. community providers				
B. Assess and gather information regarding the client's				
1. health behaviors				
2. health literacy				
3. response to illness				
4. belief or value system (e.g., cultural influences)				
5. medical history				
6. psychosocial history				
7. financial situation				
8. environment				
9. functional status				
10. support system				
11. developmental level				
12. readmission risk				
13. decisional capacity / designated decision maker				
14. current medical status and level of care				
C. Formulate and communicate assessment findings				
D. Educate clients about the importance of advanced directives				
<b>2. Planning:</b> apply assessment findings to prepare a client-centered plan of care	4	12	4	20
A. Identify health care system services and resources to meet client needs				
B. Identify continuum of care needs				
C. Collaborate with team to develop a plan of care				
D. Educate client about options for care				
E. Obtain client choice regarding aspects of care plan				
F. Coordinate client care conferences				
G. Establish goals and anticipated outcomes				
H. Evaluate alternative treatment and therapeutic plans based on efficacy, cost, safety, potential compliance, and anticipated outcomes				
I. Integrate client choice, resources, and team recommendations into a plan of care				
J. Ensure client is educated about plan of care				
K. Identify contingencies to the plan				
L. Identify resources for emerging client populations where resources are scarce				
<b>3. Care Coordination, Intervention, and Transition Management:</b> facilitate effective management of client care throughout the identified continuum of care	7	20	7	34
A. Establish linkages with internal systems to provide resources, services, and opportunities				
B. Establish linkages with external systems to provide resources, services, and opportunities				
C. Assist clients lacking comprehensive coverage in pursuing entitlement programs (e.g., Medicaid, Medicare, VA)				







**Accredited Case Manager (ACM™)  
Multiple-Choice Core Examination  
Content Outline (continued)**

	Cognitive level			
	Recall	Application	Analysis	Total
D. Apply regulatory/accrediting requirements to practice				
1. State licensing				
2. Health Insurance Portability and Accountability Act (HIPAA)				
3. Centers for Medicare and Medicaid Services (CMS)				
4. The Joint Commission (TJC)				
5. National Integrated Accreditation of Healthcare Organizations (NIAHO) program				
6. Emergency Medical Treatment and Active Labor Act (EMTALA)				
7. Affordable Care Act (ACA)				
E. Apply legal requirements to practice (e.g., mandated abuse reporting)				
F. Apply ethical guidelines to practice (e.g., honoring client’s right to choose, self- determination)				
G. Coordinate timely and effective service delivery				
1. Facilitate diagnostic and treatment services (e.g., tests, consultations, procedures)				
2. Ensure appropriate sequencing of diagnostic and treatment services				
3. Identify and manage operational, clinical, and/or client/family barriers				
4. Facilitate referral to continuum services (e.g., patient centered medical home, medication payment assistance, SNF, DME, home health, community agencies)				
5. Provide/reinforce appropriate client education				
H. Review admissions and level of care with respect to				
1. medical necessity of care				
2. quality of care concerns				
3. appropriateness of care				
4. payor authorization				
I. Integrate cultural competence into the plan of care				
J. Communicate potential payor issues to client, health care team, and other internal services orally				
K. Communicate potential payor issues to client, health care team, and other internal services in writing				
L. Facilitate clinical and therapeutic interventions across the care continuum throughout the life span				
M. Record variances and avoidable delays in order to advance the plan of care				
N. Analyze variances and avoidable delays in order to advance the plan of care				
O. Mitigate variances and avoidable delays in order to advance the plan of care				
P. Negotiate with service providers, payors, and members of the health care team to meet client care needs				
Q. Advocate on behalf of the client and/or facility for needed client resources and services				
R. Provide education to other health care providers (e.g., infection control, health care economics, payor methods, discharge options, documentation, service utilization)				
S. Document changes in the plan and responses to interventions				
T. Communicate changes in the plan and responses to interventions				
U. Conduct ongoing reassessment of all aspects of care				
V. Communicate client status and needs to the next level of care				
W. Assist client in navigating the healthcare system				
X. Serve as resource for issues of				
1. outcomes management				
2. transition planning				
3. development of improved strategies to benefit high risk patients				

 <b>Accredited Case Manager (ACM™) Multiple-Choice Core Examination Content Outline (continued)</b>	Cognitive level			
	Recall	Application	Analysis	Total
<b>4. Evaluation:</b> utilize outcome management and process improvement strategies to measure and improve the quality and effectiveness of care and processes	3	3	9	15
A. Systematically collect timely and accurate data to evaluate interventions				
B. Participate in process improvement				
1. Identify opportunities for improvement				
2. Collaborate with the interdisciplinary team to create solutions and take corrective action to address issues				
3. Evaluate the efficacy and effectiveness of the interventions				
C. Establish relationships with external organizations related to service delivery utilization and contracting issues				
1. payors				
2. providers (e.g., primary care medical homes, SNFs, home health agencies)				
3. regulatory/governmental agencies				
D. Identify patient safety and risk management issues				
E. Resolve or refer patient safety and risk management issues for corrective action				
F. Participate in activities that promote team cohesiveness and effective performance				
G. Lead activities to promote team cohesiveness and effective performance				
<b>Total Scored Questions (plus 20 questions added for pretesting)</b>	<b>18</b>	<b>48</b>	<b>24</b>	<b>90</b>

 <b>Accredited Case Manager (ACM™) Specialty Simulation Component (Nursing and Social Work)</b>	Relevant References to Multiple-Choice Core Content Outline
<b>Specialty Assessment, Care Coordination and Intervention</b> – facilitate effective management of client care throughout the identified continuum of care as applied to social work/nursing practice in case management	
A. Perform client screening	1A1
B. Assess and gather information from the client and all relevant sources	1B
C. Obtain relevant, comprehensive information and data required for client assessment from all sources of information	1A
D. Coordinate timely and effective service delivery	
1. Facilitate diagnostic and treatment services (e.g., tests, consultations, procedures) and client education	3G1, 3G5
2. Identify and manage operational, clinical, and/or client/family barriers	3G3
E. Facilitate clinical and therapeutic interventions across the care continuum throughout the life span	3L
F. Monitor delivery of service against plan of care	3J-P
G. Continuously reassess client and family response to care	3S-T
H. Enhance client capacities (e.g., developmental, health literacy, problem solving, coping, self-care)	1B, 2D, J, I, 3I, O, Q, W
I. Conduct ongoing reassessment of the integration/interaction of all aspects of care	2I, 3U, 4B3
J. Review admissions and level of care with respect to the medical necessity, quality, appropriateness of care, and readmission risk	3H
K. Verify payor authorization for services	3H

	<p><b>Accredited Case Manager (ACM™) Specialty Simulation Component (Nursing and Social Work) (continued)</b></p>	<p><b>Relevant References to Multiple-Choice Core Content Outline</b></p>
<p>L. Review, process, and issue notices of non-coverage to client/responsible party following regulatory guidelines and facility protocols by informing client/responsible party of right of appeal and appeal process</p>		<p>3E, J, K</p>
<p>M. Establish relationships with external organizations related to service delivery utilization and contracting issues</p>		
<p>1. Payors</p>		<p>4C1</p>
<p>2. Providers (e.g., patient centered medical homes, SNFs, home health agencies)</p>		<p>4C2</p>
<p>3. Regulatory/governmental agencies</p>		<p>4C3</p>
<p>N. Provide education to clients (e.g., safety, disease process, compliance, medication management, plan of care)</p>		<p>2D, 2J, 3G5, 4D, E</p>

## Sample Multiple-Choice Core Examination Questions

Following are sample questions in the same style and similar content to the multiple-choice core examination. Candidates may use the sample questions to verify their understanding of the topics in the examination. Answers are provided for the sample questions.

1. Medicare requires a 3-day minimum inpatient qualifying stay prior to transition to
  - A. home with home care services.
  - B. inpatient Hospice.
  - C. a long term acute care facility.
  - D. a skilled nursing facility.
  
2. A case manager is asked to evaluate a female patient with a new fracture and a history of multiple visits to the Emergency Department. The possibility of domestic violence has been raised by the radiologist. All of the following assessment findings may indicate the presence of domestic violence EXCEPT
  - A. repeated traumatic injuries.
  - B. spouse will not leave patient unattended.
  - C. vague explanation of injuries.
  - D. spouse not present during visits.

3. A hospital’s length of stay has increased markedly within the last 6 months. The chief financial officer has asked the Case Management Department to investigate the underlying cause of this increase. Case management data revealed the following:

- hospital admissions have decreased
- skilled nursing facility placements have increased
- the time between referral to and placement in a skilled nursing facility has increased

Given this information, the next step to identify the most likely explanation for the increase in length of stay should be to examine

- A. the proportion of current admissions being placed in nursing homes.
- B. bed availability in community skilled nursing facilities.
- C. the timeliness of initiating the discharge planning process.
- D. physician admission practice patterns.

### Sample Questions – Answer Key

Please use this answer key to evaluate your responses.

#	Key	Category	Cognitive Level
1.	D	3C2	Recall
2.	D	1C	Application
3.	B	43	Analysis

## References

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[ACMA Standards of Practice, 2013](#) (American Case Management Association)

[www.CMS.gov](http://www.CMS.gov) (Centers for Medicare and Medicaid Services)

[www.jointcommission.org](http://www.jointcommission.org) (The Joint Commission)

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

[www.ada.gov](http://www.ada.gov) (Americans with Disabilities Act)

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

**NOTE:** 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

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ACM™ Accredited Case Manager Examinations for Nurses and Social Workers are given by computer at a PSI/AMP Assessment 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 Assessment Center no later than their scheduled examination time. Look for the signs indicating **PSI/AMP Assessment 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

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To gain admission to the Assessment 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 ASSESSMENT 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

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

The following security procedures apply during the examination:

- Candidates may be subjected to a metal detection scan upon entering the examination room.
- Examinations are proprietary. No cameras, notes, recording devices, pagers, mobile phones or tablets are allowed in the testing room. Possession of a mobile 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

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A maximum 2 hours is allocated for candidates to take the multiple-choice portion and 90 minutes to take the specialty simulation portion. **Candidates must complete both portions at the same testing appointment.** There is a built in "timed" break between the two portions of the examination. The break will last ten minutes. 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

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No personal items, valuables or weapons should be brought to

the Assessment 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 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 Assessment 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 Assessment 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 that 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 Assessment 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 ACMA. 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.

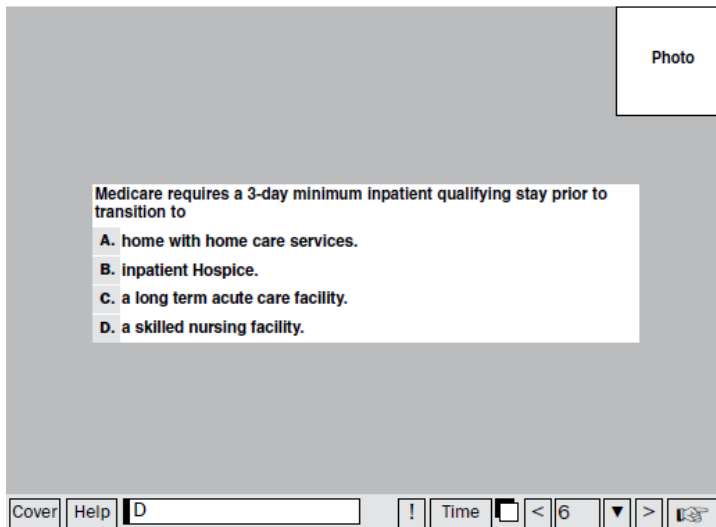
## Practice Examination

After identification has been confirmed, candidates will be directed to a testing carrel. Candidates will be instructed on-screen to enter their identification number. Candidates will take their photograph which will remain on-screen throughout the examination session. This photograph will also print on the score report.

Prior to attempting each of the timed examination portions, 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.

## Multiple-Choice Core Examination Portion

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 an 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 hand icon 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 hand icon. 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, online comments may be provided for any question by clicking on the button displaying an exclamation point (!) 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.

## Simulation Examination Portion

Three windows appear on the screen at all times during a simulation examination (see Figure 1). The Scenario Window section is displayed across the top of the screen; the candidate’s picture is displayed in the upper right-hand corner of this window. Each simulation begins with a brief paragraph in this window that provides preliminary information about the patient; subsequent sections contain information about the changing patient situation. A scroll bar is available, when necessary, to view all text. Each Scenario Window will also provide the candidate with specific instructions about whether to “CHOOSE ONLY ONE” response in the section or to “SELECT AS MANY” responses as appropriate to gather information about the patient.

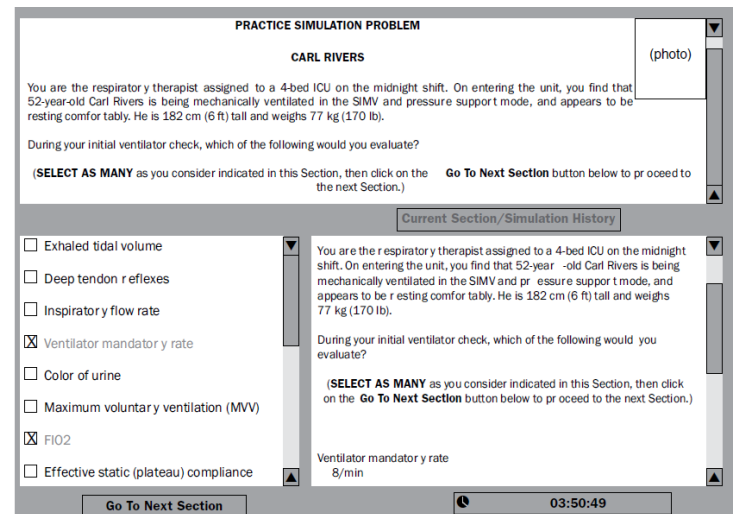


Figure 1.

The **Options Window** is displayed as the lower left portion of the screen and contains all options (choices or possible responses) from which to choose in the current section. A scroll bar is also available when necessary to view all options.

The **Simulation History Window** is displayed as the lower right portion of the screen. This window can be displayed in two formats using the button labeled “Current Section/Simulation History” located at the top of this window. When in the “Current Section” mode, the options chosen in the current section, and the results for each choice, are displayed in this window. When in the “Simulation History” mode, the scenarios from all previous sections as well as the options chosen and their results are displayed in the window. A scroll bar is available on the right side of this window to review previous scenarios and/or options and results.

Once a candidate has read the scenario for each section and determined which option(s) are appropriate for selection, he/she can simply click the box to the left of the option to “choose” it. Immediately, the option selected and the results for that option appear in the right-hand Simulation History Window. **After a candidate selects or “chooses” an option, he/she cannot reconsider and “unselect” it.** Once a candidate selects an answer, information will be revealed to either direct the candidate to “do something” or provide information about the clinical situation.

Each section asks a question that requires either **Information Gathering (IG)** or **Decision Making (DM)**. In sections where a candidate is instructed to “SELECT AS MANY as you consider indicated,” the candidate should select all of the options believed appropriate and relevant to that specific time in the simulation, then click the “Go To Next Section” button at the bottom left of the screen to continue to the next section. A dialog box will appear requesting that the candidate confirm if he/she wishes to continue to the next section and warning that returning to this section to make additional choices will not be possible. By selecting “Yes,” the software automatically takes the candidate to the next section of the patient simulation.

In sections where a candidate is instructed to “CHOOSE ONLY ONE unless directed to make another selection,” the candidate should carefully review each option and then choose the one best option. A dialog box will then appear to present the results for the choice or request that the candidate select another response in the section.

Candidates are allowed 90 minutes to complete all 5 problems in the simulation. A clock button appears in the lower right portion of the screen; this displays the time remaining for the examination. Candidates may toggle the clock button to display or hide the time remaining in the testing session.

A “Help Screen” will be accessible to candidates throughout the simulation examination to explain how to navigate through the examination.

### Sample Simulation Problem

### Scoring

**SAMPLE SIMULATION PROBLEM**

You are the case manager in a community hospital. A 65-year-old female patient is admitted from a physician office with an acute exacerbation of congestive heart failure (CHF). She lives in her single-story home with her healthy spouse.

**Section A**

Which of the following information should you gather at this time?

**(SELECT AS MANY as you consider indicated in this Section)**

Current Section/Simulation History

<input type="checkbox"/> Current medications	Lasix, ace inhibitors	+2
<input type="checkbox"/> Education level	college graduate	-1
<input type="checkbox"/> Current height and weight	5'5", 200 pounds	+1
<input type="checkbox"/> Pain management	none	-1
<input type="checkbox"/> Living situation	lives in single story home with healthy spouse	-1

**(SELECT AS MANY as your consider indicated in this Section, then click on the Go To Next Section button below to proceed to the next Section.)**

Go To Next Section      03:50:49

**SAMPLE SIMULATION PROBLEM**

**Section B**

Based on the information gathered, which of the following would you do first?

**(SELECT AS MANY as you consider indicated in this Section)**

Current Section/Simulation History

<input type="checkbox"/> Review the medical plan of care	diuretics ordered, patient on telemetry	+1
<input type="checkbox"/> Assess patient's understanding of CHF protocol	minimal understanding, minimal compliance	+1
<input type="checkbox"/> Request dietary consultation	requested	+1
<input type="checkbox"/> Arrange home care	noted	-1
<input type="checkbox"/> Request an order for oxygen	requested	-1
<input type="checkbox"/> Arrange for consultation with physical therapy	noted	-1

**(SELECT AS MANY as your consider indicated in this Section, then click on the Go To Next Section button below to proceed to the next Section.)**

Go To Next Section      03:50:49

**SAMPLE SIMULATION PROBLEM**

**Section C**

Based on the information gathered, which of the following would you do?

**(SELECT ONLY ONE unless you are directed to "Make another selection in this Section.)**

Current Section/Simulation History

<input type="checkbox"/> Referral to current CHF case management program	Done.	+1
<input type="checkbox"/> Arrange for Meals on Wheels to be delivered daily	Done.	-1
<input type="checkbox"/> Investigate temporary placement in a SNF	Done.	-1
<input type="checkbox"/> Schedule the patient for a stress test	Done.	-1

Go To Next Section      03:50:49



## How Do I Pass the Specialty Simulation?

The specialty simulation is based on case management practice, and as such, the best way to pass is for candidates to be sure they are up-to-date with well-accepted principles related to case management practice. Since the examination content is based on the unanimous agreements of the case management content experts who serve on the examination committees, all of the correct responses reflect what is generally expected throughout the country in a variety of facility types. Everyone has relative strengths and weaknesses; prior to taking the test, candidates should try to perform an accurate self-assessment (using the detailed content outline as a guide). Candidates should realize that they may need to complete some focused reading and seek consultation from experienced colleagues to address areas of weakness.

One of the first things to remember when taking the simulation examination is to read carefully, starting with the opening scenarios. Most problems reflect a general hospital setting, but some could reflect a setting that is different from what candidates are accustomed to, for example, a small community hospital or a large urban hospital. The setting can be important in considering your responses. **Candidates should also remember that their responses should not be based on specific procedures in their own setting; rather they should reflect appropriate case management practice in the setting described in the problem scenario.**

After the opening scenario, candidates should remember to read the instructions for each section carefully. The Information Gathering (IG) sections and some of the Decision Making (DM) sections will instruct candidates to “SELECT AS MANY as you consider indicated in this section.” For these sections, candidates should try to prioritize what information is most important to collect before making their choices, then collect the information that candidates think they need to be able to proceed. Candidates should remember that it is generally not necessary to gather every piece of information; some responses simply will not help address the problem at hand. Similarly, it is unwise for a skilled case manager to proceed without collecting enough information to be able to support reasonable decisions.

Some DM sections will instruct candidates to “CHOOSE ONLY ONE unless you are directed to Make another Selection in this Section.” In these DM sections, there is often only one best answer, and therefore, if candidates receive the feedback to “Make another Selection in this Section” they would know they probably did not select the best answer. The Minimum

Pass Level (MPL) takes into account that skilled case managers make occasional mistakes, and perfection is not expected to be able to earn a passing score.

If candidates complete the simulation examination, but do not pass, the score report can provide useful information to help improve performance on the next attempt. If performance on the IG sections was lacking, candidates may then consider the possibility that they were selecting too much or too little information. If performance on the DM sections was lacking, then candidates should be sure to read more carefully next time, and focus in on the decision(s) they are to make. If a single decision is requested, candidates should make sure they have considered all of the possible choices before making their selection, and make sure that the option they plan to choose addresses the question being asked. Candidates should not “jump” at the first reasonable answer they see because there could be a better decision available. For DM sections in which multiple decisions may be made, candidates should be sure to read all of the options before making any selections. The best decision always results in the most points. As with the IG sections, candidates should be sure they do not over-select. Remember that in case management practice, taking too few or too many actions can result in less than optimal care.

## 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.

Candidates will receive two score reports. Each report will indicate whether they passed or failed the portion (core and specialty). Additional detail is provided in the form of raw scores by major content category on the core, and a raw score for Information Gathering (IG) and Decision Making (DM) on the specialty portion. A raw score is the number of questions (points) answered correctly. Pass/fail status is determined by the raw score. Passing scores for test candidates who did not successfully pass both the Core and Simulation Examinations, but did pass one of them, will be kept on file for six months from date of issue. If retesting has not occurred within six months, or if they do not successfully pass both portions of the exam within six months, the original passing score will not be applicable toward certification and the candidate will be required to sit for the entire examination. Candidates can re-apply to take only the portion of the examination they did not pass. If candidates do not pass the retest, they can apply for a retest by logging into

their online ACM Portal at <https://www.acmaweb.org/acm/login.aspx>. There is no limit to the number of times candidates can retest during the six (6) month period.

## Pass/Fail Score Determination

### Multiple-Choice Examination Portion

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.

### Simulation Examination Portion

The passing point for the simulation specialty portion is set by the examination committee using a similar criterion-referenced method. The exact passing point may vary from one form of the examination to another, depending on the four scored problems included on the examination form attempted. The examination committee follows strict guidelines in selecting the four problems for each examination form to ensure the versions of the examination are parallel in difficulty.

Each option on the simulation portion is assigned a specified number of points by the examination committee, corresponding to the degree to which the option contributes to appropriate management of the situation

described. **Options may be weighted from -3 to +3. However, most options are assigned a weight of either -1 for inappropriate selections or +1 for appropriate selections; values of 2 or 3 are associated with the most serious errors or the most essential actions. Total scores for a candidate are computed by adding together the weights of the options selected; the scores are computed separately for the IG and DM sections.**

Each section, Information Gathering (IG) or Decision Making (DM), in a simulation is evaluated by content experts when the problem is developed, and a minimum pass level (MPL) is established for the section using the scoring weights assigned to the options in that section. Each simulation has a score for the DM questions and a separate score for the IG questions. There are minimum pass levels for both the IG and DM questions. The overall minimum pass level is determined by two scores. Candidates must achieve a passing score on **both** the IG **and** DM sections. One score for IG is determined by adding the IG MPLs for all the problems. One score for DM is determined by adding the DM MPLs for all the problems. Passing only one of the two sections **will not result** in an overall passing score.

To assist candidates in evaluating their performance on the Simulation Examination, scores are provided for both IG and DM sections. It is the IG and DM scores on the entire examination that determines whether candidates pass or fail the Simulation Examination. Candidates must achieve passing scores in both IG and DM to successfully complete this examination portion. Additionally, candidates must achieve passing scores on the IG and DM sections as well as the multiple-choice examination to earn the ACM™ Nursing or Social Work credential. For more information on Exam Scoring, candidates can visit <http://www.acmaweb.org/acm/ExamScoring>.

## Scores Cancelled by NBCM or PSI/AMP

NBCM and PSI/AMP 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. NBCM and PSI/AMP 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 receive a certificate directly from the NBCM within five (5) weeks.

## If You Do Not Pass the Examination

If candidates do not successfully pass **both** the Core and Specialty Simulation Examinations, **but do pass one of them**, their passing score will be kept on file for six months from date of issue. If retesting has not occurred within six months, or if the candidate does not successfully pass both portions of the exam within six months, the original passing score will not be applicable toward certification and candidates will be required to sit for the entire examination. Candidates can re-apply to take **only** the portion of the examination they did not pass. If candidates do not pass the retest, they can submit another Retest Application by logging into their online ACM Portal at <https://www.acmaweb.org/acm/login.aspx>. There is no limit to the number of times candidates can apply for retest during the six (6) month period.

The Retest Application is available online by logging into the ACM Portal (certification account) on the “Certification” page of the ACMA website, or by going directly to the Certification login located at <https://www.acmaweb.org/acm/login.aspx>.

## 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 NBCM provides an appeal process for challenging testing results, denial of eligibility, revocation of the ACM™ 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 the NBCM, 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.

A complete copy of the NBCM Appeals Policy is located at <http://www.acmaweb.org/acm/AppealsPolicy>.

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

A complete copy of the NBCM Disciplinary Policy is located at <http://www.acmaweb.org/acm/DisciplinaryPolicy>.

## 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/AMP, 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/AMP 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 ACM recertification requirement is 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 ACM credential for Nurses and Social Workers is valid four (4) years. The NBCM and ACMA believe strongly that case management professionals should remain up-to-date and knowledgeable about health care innovations and legislative changes that affect the options available for patients. The four (4) year recertification requirement is based on the NBCM’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 NBCM also evaluated the continuing education requirements of a variety of nursing and social work certification and licensure bodies. Evaluation of this data, along with consideration of the defined purpose of the ACM recertification program, lead to the development of the required number of continuing education credits.

To recertify, forty (40) hours of continuing education are required. Thirty (30) of the 40 hours must be specific to Case Management and ten (10) hours can be non-Case Management related. The 10 hours of non-case management specific continuing education must be related to the practice of healthcare in the certificant's field of practice. All continuing education credits must be applicable to the performance of the individual's job.

All continuing education must be from an approved provider as designated by the NBCM. One (1) continuing education credit is defined as 60 minutes of education provided by an approved provider. Breaks and meals are not included. Approved continuing education providers can be found on the ACMA website in the "Certification" section. The recertification fee is \$140. NBCM and ACMA randomly audit recertification applications; therefore, all individuals should retain documentation of proof of attendance for all continuing education activities.

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 ACMA website at <https://www.acmaweb.org/acm/default.aspx?nav=recert>.

## Verification of a Credential

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The NBCM and ACMA provide verification for all ACM™ Nurse or Social Worker credentials through written request. ACM™ 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 ACMA National Office. Requestors should have the certification number and/or full name of the ACM™ professional.

Mailed requests can be sent to: ACMA National Office, Attn. Certification Department, 11701 W. 36th Street, Little Rock, AR 72211.

Emailed requests can be sent to [certification@acmaweb.org](mailto:certification@acmaweb.org).



# REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, **please complete this form and the Documentation of Disability-Related Needs on the reverse side and submit it with your application at least 45 days prior to your requested examination date.** The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

## Candidate Information

Candidate ID # \_\_\_\_\_ Requested Location \_\_\_\_\_  
Type of Examination  RN Examination  
 SW Examination

Name (Last, First, Middle Initial, Former Name) \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_ E-mail Address \_\_\_\_\_

## Special Accommodations

I request special accommodations for the \_\_\_\_\_ examination.

Please provide (check all that apply):

- Special seating or other physical accommodation
- Reader
- Extended testing time (time and a half)
- Reduced distraction environment
- Other special accommodations (Please specify.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Return this form with your examination application and fee to:  
ACMA, 11701 W. 36th Street, Little Rock, AR 72211.**





# DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that PSI/AMP is able to provide the required examinations accommodations.

## Professional Documentation

I have known \_\_\_\_\_ since \_\_\_\_/\_\_\_\_/\_\_\_\_ in my capacity as a  
Examination Candidate Date  
\_\_\_\_\_  
Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Title: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Date: \_\_\_\_\_ License # (if applicable): \_\_\_\_\_

**Return this form with your examination application and fee to:  
ACMA, 11701 W. 36th Street, Little Rock, AR 72211.**

