CASE MANAGEMENT
ADMINISTRATOR CERTIFICATION

Management · Health Care Laws and Regulations · Management Practices · Collaboration · Leadership Administrator · Management · Health Care Laws and Regulations · Management Practices · Collaboration Leadership · Administrator · Management · Health Care Laws and Regulations · Management Practices · Collaboration · Leadership · Administrator · Management

AMERICAN CASE MANAGEMENT ASSOCIATION

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All questions and requests for information about certification should be directed to:
National Board for Case Management (NBCM)
11701 W. 36th Street
Little Rock, AR 72211
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/AMP Candidate Services
18000 W. 105th Street
Olathe, KS 66061-7543
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E-mail: *info@goAMP.com*   Web: *www.goAMP.com*

Introduction

This handbook provides information about the Case Management Administrator Certification, CMAC, and the application process for the CMAC 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 CMAC certification process is to measure competence of Case Management administrators, leaders, Managers and aspiring Case Managers looking entry in to leadership roles and to promote professional practice standards for Case Management Administrators. 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. CMAC credential indicate successful completion of the specialty-specific certification examination in Case Management Administration and ongoing competency in the practice.

Objectives of Case Management Administration Examination

To provide professional development for, and recognition of, case management administration professionals by:

- Recognizing formally those individuals who meet eligibility requirements designated by the National Board for Case Management (NBCM)
- Encouraging continued professional growth in the theory and practice of case management administration.
- Establishing and measuring the level of knowledge required for certification in case management administration
- Providing a national standard of requisite knowledge deemed appropriate for the practice of case management administration, thereby assisting the employer, public, and members of the health professions in the assessment and identification of case management administrators

About the NBCM and ACMA

The CMAC 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 certification programs and to promote the highest standard of delivery of safe and effective Case Management through the certification of qualified individuals practicing in 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 CMAC 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 CMAC 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 CMAC 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 Case Management Administrator Certification is designed to test a well-defined body of knowledge representative of professional Administration Case Management. Successful completion of a certification examination verifies broad-based knowledge in Administration and Leadership and critical thinking skills relevant to the practice of Case Management.

The CMAC consist of a 200-multiple-choice question examination (175 scored questions and 25 pretest questions) Pretesting items are unscored and allow examination committees to collect meaningful statistics about new multiple-choice questions problems that may appear as scored questions on future examinations.

Candidates are permitted 3.5 hours to complete the multiple-choice core portion. Those who meet the eligibility requirements and achieve the required passing scores will be

awarded the designation of Case Management Administrator Certification (CMAC).

To apply for the examination, complete the online application available at _www.acmaweb.org_ on the "Certification" page under the heading "CMAC Application." For your convenience, this handbook may also be downloaded or printed from PSI/AMP's website at _www.goAMP.com._

Eligibility Requirements

Meeting criteria within either of the two eligibility tracks provided will be sufficient to be eligible to sit for the CMAC Examination.

1. **Track One:**
   All RNs and SWs who meet the eligibility requirements for the Accredited Case Manager exam are required to hold their ACM credential at the time of application of the CMAC Examination. You can review the eligibility requirement criteria for the ACM-RN and ACM-SW at _www.acmaweb.org/acm/default.aspx_

   CMAC Track 1 Certification Criteria: Candidates must continue to meet the ACM exam eligibility requirements and hold a current ACM-RN or ACM-SW credential that is in good standing.

   CMAC Track 1 Experience Criteria: Two (2) years', or 4,160 hours, of work experience employed as a case manager, case management administrator and/or leader, or in a role that falls within the _ACMA Standards of Practice & Scope of Services._

2. **Track Two:**
   A candidate must meet the education and experience requirements in one of the following categories:

   - Master's degree and one-year experience in case management administration;

   - Master's degree and three years' experience as a case manager;

   - Bachelor's degree and three years' experience in case management administration; or

   - Bachelor's degree and five years' experience as a case manager.

*There is no reciprocity between eligibility or credentialing for the CMAC or ACM programs.

Examination Fee

Examination fees are:

> Examination Fee Track 1 – $200
> Examination Fee Track 2 - $390
> Retest Fee Track 1– $200
> Retest Fee Track 2 - $390

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

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 CMAC Examination, go to _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_), or by going directly to: _https://www.acmaweb.org._

Candidates may submit their application at any time, but there are four deadlines each year. All applications must be accompanied by full payment of application fees to be considered complete and ready for approval.

Application Deadline	Test may be taken during:
November 15	January, February, or March
February 15	April, May, or June
May 15	July, August, or September
August 15	October, November, or December

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 with in the approved testing quarter that the candidate applied to take the examination.

All initial examinations must be scheduled and confirmed for a date within the quarter that they are approved.

To enable prompt and efficient processing, candidates should ensure that the CMAC Examination application is properly completed and that the information provided is accurate.

Scheduling an Examination

After applications are approved, candidates will receive electronic 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_ 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.

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
Good Friday	(and the following Friday)
Memorial Day	Christmas Eve Day
Independence Day (July 4)	Christmas Day
Labor Day	New Year's Eve 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_ 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 are subject to approval by the Certification Department. Candidates must contact the Certification

Department at 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

Fees and Refund Policy

Candidates must submit the appropriate fee with the 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 CMAC 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* 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 CMAC Examination make use of the Content Outline and other materials available within the CMAC 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 3.5-hour, 200 questions (175 scored questions and 25 pretest questions) multiple-choice is designed to assess the candidate's knowledge of Case Management Administration.

The questions for the CMAC examination are developed by an expert panel of diverse case management leaders, administrators and managers from different areas of case management, geographically, area of practice and years of experience. This diversity allows the CMAC examination to maintain the ability the evaluate case manager administrators.

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.

The Certification examination for Case Management Administrators will be weighted in approximately the following manner:

- Management, Leadership……………………………………………20%
- Health Care Laws and Regulations……………………………..20%
- Case Management Practices in the Continuum of
- Care…………………………………………………………………………..20%
- Tools for Case Management Practices………………………20%
- Using Data to Create Information, Understanding, and Improvement ……………………………………………………………..20%

Definition of Case Management Administration Practice

Case Management Administrators lead organizations in the development and implementation of strategies to achieve clinical, financial, and quality outcomes. Their activities may include direct supervision, education, consultation, and evaluation.

The duties of a Case Management Administrator may include:

- Case Finding
- Comprehensive assessment of client situation
- Evaluation and coordination of the plan of care
- Matching client resources to client needs
- Monitoring delivery of services
- Critical thinking, appropriate prioritization and time management
- Measurement and evaluation of financial, clinical, functional, and satisfaction outcomes.
- Accountability for financial, clinical, functional and satisfaction outcomes
- Effective leadership displayed in the performance of current role
- Effective Communication
- Evaluation of and response to the learning needs of clients, clinicians and community.

Case Management Administrator Certification (CMAC) Examination Content Area Outline				
I. Management				
A. Collaboration with Executive Team				
1. Members of Executive Team				
2. Relationship with Direct Boss				
3. Preparing a Return on Investment (ROI)				
4. Negotiating Department Accountabilities				
5. Market Analysis Tools/Competition				
6. community providers				
7. Focus Groups				
8. Strategic Planning with Executive Team				
9. Preparing Budgets				
10. Physician Advisor Role				
B. Human Resource Management				
1. Managing Daily Workflow for High Performance				
2. Analysis of Department Needs				
3. Job Descriptions				
4. Interviewing and Selection				
a. Interview Questions and Reference				
b. Pre-employment Testing				
c. Recruiting New Staff				
d. Group Interviews and Shadowing				
5. Orientation and Preceptorship Programs				
6. Conducting Staff Meetings				
7. Compensation Packages				
a. Benchmarking Salary Ranges				
b. Negotiating Roles and Salaries				
8. Role of Administrator with Work Teams				
a. Director as Mentor/Coach				
b. Transition to Work Teams				
9. Developing Policies				
10. Outcome-oriented Performance Appraisals				
a. Conducting Performance Reviews				
b. Documenting Performance Reviews				
c. Issuing Warnings				
11. Competency Assessments				
d. Novice to Expert Practice				
e. Difference between Knowledge, Skill, Attitude				
f. Certifications				
12. Developing Department Philosophy				
a. Values and Patient Rights				
b. Statement of Standards				
c. Ethical Principles				
d. Department Role within Organization				
e. Determining Case Management Model				

13. Assessment and addressing Staff Learning Needs				
14. Magnet Status and Case Management				
15. Managing Problem Employees				
C. Change Management				
1. Change Theories and Methods				
a. Prochaska				
b. Lean, CQI				
c. SWOT (Strengths, Weaknesses, Opportunities and Threats)				
d. other				
II. Health Care Laws and Regulations				
A. Compliance, Laws, and Regulatory Organizations				
1. CMS Conditions of Participation (COP)				
a. Important Message				
b. COP Utilization Rules				
c. COP Discharge Planning Rules				
d. 2 Midnight Rule and Observation Level of Care				
e. Transfer DRGs				
f. CMS Special Waivers				
2. Medicaid: Managed Medicaid and State Programs				
3. Details of the Accountable Care Act (ACA)				
4. Americans with Disabilities Act (ADA)				
5. EMTALA (Emergency Medical Tax and Active Labor Act)				
6. CHIP				
7. NCQA				
8. The Joint Commission and Similar Organizations				
9. URAC				
10. Critical Access Hospitals (CAHs)				
11. American Osteopathic Organization				
12. IMPACT Act				
13. Stark Law				
14. Office of the Inspector General (OIG)				
15. CHAP (Community Health Accreditation Program)				
16. Medicare Spending per Beneficiary (MSPB)				
17. Value-Based Purchasing				
18. Laws Related to Commercial Insurance				
19. ERISA (Employee Retirement Income Security Act)				
20. HIPAA (Health Information Portability and Accountability Act)				
B. Legal Considerations for Patient Care Related to Case Management				
1. When to Consult a Lawyer				
2. Patient Guardianship				
3. Laws related to Case Managers and Social Work				
4. Determining Competence				
5. Homelessness				
6. Undocumented				
II. Case Management Practices in the Continuum of Care				
A. Services Gap Analysis				
1. Gaps Coordinating/Navigating Care of Patients, including Rounds				
2. Gaps in Patient/Family Education and Coaching				
3. Gaps in Financial Planning/Funding of Needs to Recover				
4. Gaps of Shared Goals and Standards				
5. Gaps in Timely Patient Flow throughout Continuum				
6. Gaps in Services for Specific Patient Populations				

B. Risk-based Contracting/Bundled Payments				
C. Assessment of At-Risk Populations				
1. Homeless				
2. Undocumented				
3. Un-or underinsured				
4. Disabled				
5. Chronically Ill				
6. Elderly				
D. Improving Populations Health Programs of Care				
1. OB/Prenatal and Pediatrics				
2. Behavioral Health				
3. Substance Abuse				
4. Chronic illness and Conditions				
5. Elderly				
6. End of Life and Palliative Care				
7. Integration of Behavioral and Physical Health				
8. Mentally and Physically Disabled				
9. Workers' Compensation Population				
10. Occupational Health and Wellness				
E. Accountable Care Organization (ACOs)				
F. Functions of Emergency Department Case Management				
G. Medical Homes and Medical Specialty "Neighborhoods"				
H. Skilled Nursing Facilities – Short and Long-term				
I. Home Care and Hospice				
J. Outpatient Services for Physical and Mental Health				
K. Community Services and Resources				
1. Area Agency on Aging				
2. Parish Nursing				
3. Other Community Services				
L. Roles to Mange Patients Across the Continuum				
1. RNs, Nurse Practitioners				
2. MSWs, BSW, LICSWs				
3. Ancillary Support Personnel; Schedulers				
4. Peers, Support Groups, Lay Educators				
5. Physicians				
M. Developing and Using Care Plans, Guidelines, and Paths to Manage Patients Across Continuum				
1. Differences between Plans and Paths				
2. Identification of Desired and Negotiated Clinical Outcomes				
N. Skills Needed by Professional in the Continuum				
1. Comprehensive Assessments				
2. Motivational Interviewing				
3. Pricing Care Across the Continuum				
4. Effective Information Handoffs				
5. Clinical Documentation Improvements				
6. Leadership of Multidisciplinary Teams				
7. Learning New Evidence of Innovative Projects				
8. Knowledge of Clinical Trajectories				
9. Developing Life Care Plans				
O. Trends Toward Consumerism				
1. Establishing a Patient/Family Advisory Council/Board				
2. Price Transparency				
3. Urgent Care Centers/Mini-Clinics, etc.				

4. Medical Savings Accounts				
5. Patient use of Healthcare-oriented Websites				
P. In-Patient Rehabilitation Facility (IRF)				
Q. Long Term Acute Care Hospital (LTACH)				
R. Critical Access Hospital (CAH)				
IV. Tools for Case Management Practices				
A. Case Management Related Software				
1. Commercial Tools for Utilization Review				
2. Tolls for Discharge Planning				
3. Patient Tracking Boards				
4. Medication Reconciliation				
B. Information Technology				
1. Selection Criteria for Electronic Medical Records (EMR)				
2. Teaching Use of EMRs				
3. Meaningful Use Criteria				
4. Ideal Elements of Patient Engagement Software and Technology				
5. Regional Health Information Organizations (RHIO)				
C. Assessment and Intervention Tools				
1. Psychosocial Assessment				
2. Risk Factors for Readmission				
3. Cultural Assessment				
4. Health Literacy Assessment				
5. Level of Self-Care Assessment				
6. Activities of daily Living Assessment (ADL)				
7. Instrumental Activities of Daily Living Assessment (IADL)				
8. Functional Inventory Measures (FIM)				
9. Minimum Data Set (MDS)				
10. OASIS				
11. Inpatient Rehabilitation Facility-Patient Assessment Instrument (IRF-PAI0				
12. Tools to Assess Depression				
13. Tools to Assess Substance Abuse				
14. Tools to Assess Placement Needs (PASSR)				
15. Short Form (SF 8, 12, 36)				
16. Tools to Assess Needs in Community				
17. Other Tools				
V. Using Data to Create Information, Understanding, and Improvement				
A. Data that is Publicly Available				
B. Payer Mix Data				
1. Performance on Risk Contracts				
2. Other				
C. Quality Data				
1. Clinical Outcome Data				
2. HEDIS				
3. Care Measure Data				
4. Rates/Effects of Preventive Health Services				
5. Compliance with Care Bundles from IHI				
6. Other				
D. Satisfaction Data				
1. Health Consumer Data across Levels of Care				
2. Care Management Department Engagement Data				
3. Physician Satisfaction Surveys				

4. Other Satisfaction Data				
E. Financial Data				
1. Tracking of Final Denial Dollars Lost				
2. Readmission Penalties form CMS				
3. Bundled Payment Wins and Losses				
4. Value-based Purchasing Wins and Losses				
5. Revenue Cycle				
6. Revenue Protection				
7. Payment Methodology				
8. Other Financial Data				
F. Physician Utilization Data/Practice Profiles and Feedback Methods				
G. Visual Data Displays				
1. Graphs, Pie Charts, Bar Graphs				
2. Trend Analyses				
H. Using Dashboards for Case Management Services				
1. Determining Contents of CM Dashboard				
2. Evaluating Targets Vs. Actual Measures				
I. Principles of Performance Improvement/Continuous Quality Improvement				
J. Predictive Modeling				
K. Health Plan Strategies				

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. Which of the following groups is most frequently targeted for case management in the community?

   A. HIV patients
   B. Pregnant teenagers
   C. Homeless mothers
   D. Elderly people with multiple physical problems

2. Case mangers provide a source of data on the adequacy of continuum resources for specific patient populations based on

   A. feedback from the third-party payer
   B. long-term evaluation of plan of care
   C. discussion with patient support groups
   D. monitoring and intervention for individual and population aggregate outcome variances.

3. Which of the following is a tool used to screen patients in the community for risk of an acute event?

   A. SF 36
   B. PRA Plus
   C. Juniper
   D. Picker Commonwealth survey

4. The major focus of a traditional Medicare DRG marketplace is to manage.

   A. health of covered lives
   B. wellness of the community
   C. disease across the continuum
   D. length of stay and cost per case in acute care settings

5. Which of the following is the most effective way to impact physician behavior?

   A. Intimidation
   B. Accurate data
   C. Educational seminars
   D. Mandate from chief medical officer

6. Which of the following best describes a simple CQI tool to display data over time?

    A. Run chart
    B. Tree diagram
    C. Patient chart
    D. Ischihawa diagram

Sample Questions – Answer Key

Please use this answer key to evaluate your responses.

#	Key
1.	A
2.	D
3.	B
4.	D
5.	B
6.	A

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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)

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Journals
Professional Case Management: The official journal of the Case Management Society of America. Wolters Kluwer Health/ Lippincott Williams & Wilkins.

Collaborative Case Management: The official journal of the American Case Management Association. Little Rock, AR: The American Case Management Association.

Outcomes Management for Nursing Practice. Hagerstown, MD: Lippincott-Raven Publishers.

Journal of Nursing Administration. Wolters Kluwer Health/ Lippincott Williams & Wilkins.

Journal of Social Work. Sage Publishers
http://jsw.sagepub.com

Social Work: The official journal of the National Association of Social Work (NASW). NASW Press.

Journal of Healthcare Management: The official journal of the American College of Healthcare Executives. Heath Administration Press.

Online Resources

The Centers for Medicare & Medicaid Services
http://www.cms.hhs.gov

The Joint Commission (formerly known as JCAHO)
http://www.jointcommission.org

The "Index" page for the Social Security Act
https://www.ssa.gov/OP_Home/ssact/ssact-index.htm

The home page for the Social Security Act for Hospitals
http://www.ssa.gov/OP_home/ssact/title18/1861.htm

Community Health Accrediting Program
http://www.chapinc.org

American Osteopathic Association Health Facilities Accreditation Program (HFAP) http://www.hfap.org/

Beneficiary Notice Initiative
Includes information on notification rights and Hospital Issued Notices of Non-Coverage (HINN)
http://www.cms.hhs.gov/BNI/

Agency for Healthcare Research and Quality
http://www.ahrg.gov

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

The CMAC Certification Exam is 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

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

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

A maximum 3.5 hours is allocated for candidates to take the multiple-choice portion. 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 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
- keys
- watches
- 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.

CMAC Multiple-Choice Exam

Following the practice examination, candidates will begin the timed examination. Before beginning, instructions for taking the examination are provided on-screen.
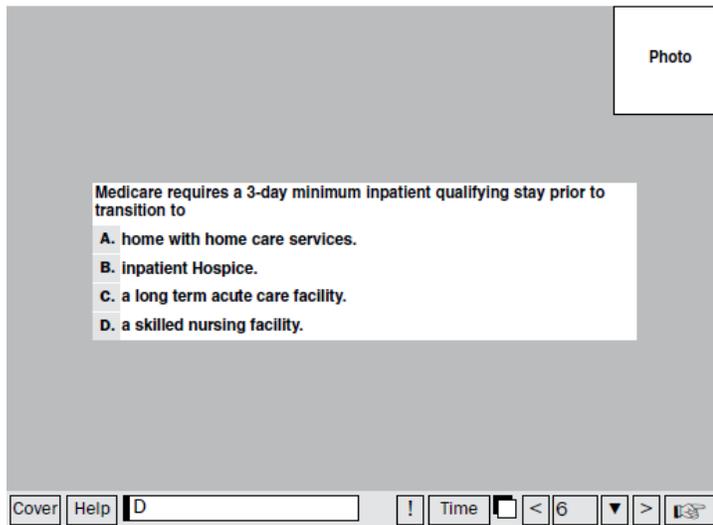
The computer monitors the time spent on the examination. The examination will terminate if candidates exceed the time allowed. Candidates may click on the "Time" box in the lower right portion of the screen to monitor their time. A digital clock indicates the time remaining to complete the examination. 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 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.

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 a score report. The report will indicate whether they passed or failed the CMAC Exam. Score reports will also provide raw scores A raw score is the number of questions (points) answered correctly. Pass/fail status is determined by the raw score. If retesting has occurred two (2) times within the quarter and do not pass a candidate must wait a minimum of 3 months to apply to test again. Candidates that do not pass can apply for retest. Candidates can apply for a retest by logging into their online CMAC Portal at https://www.acmaweb.org/pages/account/login.aspx

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 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

Candidates can re-apply and sit to take examination one (1) time within 90 days from the initial failed attempt. If candidate does not pass the retest, they must wait a minimum of 3 months to apply to test again. The Retest Application can be accessed by logging into the online CMAC Portal at ttps://www.acmaweb.org/pages/account/login.aspx

The Retest Application is available online by logging into the CMAC 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/pages/account/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 CMAC 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.

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.

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 CMAC 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 administrator professional.

The CMAC credential is valid for five (5) years. The NBCM and ACMA believe strongly that case management administration professionals should remain up-to-date and knowledgeable about health care innovations and legislative changes that affect the options available for patients. The five (5) 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 healthcare certification and licensure bodies. Evaluation of this data, along with consideration of the defined purpose of the CMAC recertification program, lead to the development of the required number of continuing education credits.

To recertify, fifty (50) hours of continuing education are required. Forty (40) of the 50 hours must be specific to Case Management or leadership in healthcare and ten (10) hours can be non-Case Management or leadership in healthcare related. 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 $175. 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 completed 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/section.aspx?sID=143

Verification of a Credential

The NBCM and ACMA provide verification for all CMAC credentials through written or via the web request form located online at www.acmaweb.org . CMAC 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 CMAC 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.

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.