

HOW THE CASE MANAGER EXAM IS CONSTRUCTED

This is how the Case Manager exam is constructed: The exam has a total of 300 multiple-choice questions that are taken from the pool of questions that CCMC has developed. All of the questions have been found to be statistically valid examination items. All individuals needing the CCM qualification must take the exam. The exam is given in two periods of time. 150 questions in the morning and 150 questions in the afternoon. Of the 300 questions only 250 are actually used to determine your score. 50 questions are field tested but do not count towards your final score.

1. Case Management Concepts (38 Questions). This domain addresses the process associated with case management practice and methods for establishing quality measures and parameters of practice.

- Accreditation standards and requirements 3.37
- Case management models 2.97
- Case management process and tools 3.52
- Case recording and documentation 3.73
- Goals and objectives of case management 3.70
- Program evaluation and research methods (e.g. outcome, satisfaction) 2.79
- Quality and performance improvement concepts 2.85

2. Case Management Principles and Strategies (62 Questions). This domain considers professional practice behaviors and the impact of external influences upon those behaviors.

- Confidentiality 3.93
- Conflict resolution strategies 3.4
- Negotiation 3.27 8
- Ethics (including issues relating to advocacy, experimental treatments and protocols, end of life, refusal of treatment/services, benefit limits, professional conduct) 3.75
- Healthcare and disability related legislation (e.g. ADA, HIPAA) 3.16
- Interpersonal communication (e.g. group dynamics, relationship building, interviewing) 3.71
- Legal and regulatory requirements 3.69
- Risk management 3.26
- Standards of practice 3.66

3. Psychosocial and Support Systems (50 Questions). This domain discusses specific interventions, family and cultural issues and resources that must be integrated into case management practice..

- Behavioral health and psychiatric disability concepts 2.96
- Psychological and neuropsychological assessment 3.13
- Management of clients with substance use/abuse/addiction 2.75
- Wellness and illness prevention concepts and strategies 3.21
- Community resources (e.g. elder services, fraternal/religious organizations, governmental resources, Meals on Wheels) 3.05
- Support programs (e.g. support groups or resources provided by professional organizations such as the American Heart Association) 2.99
- Family dynamics 3.47
- Multicultural issues as they relate to health behavior 3.28
- Psychosocial aspects of chronic illness and disability 3.50
- Spirituality as it relates to health behavior 2.97
- Management of complementary alternative medicine (CAM) practices 2.45
- Concepts related to working with clients who have been abused (emotionally, psychologically, physically, financially) 2.64
- Crisis intervention strategies 2.76

4. Healthcare Management and Delivery (50 Questions). This domain includes knowledge of various healthcare delivery systems and associated collaboration with other providers. Case management activities across practice settings are emphasized.

- Management of acute and chronic illness and disability 3.63
- Assessment of physical functioning 3.67
- Assistive technology 3.09
- Continuum of care 3.51
- Critical pathways, standards of care, practice guidelines (including the average duration of treatment associated with various disabilities) 3.43
- Healthcare delivery systems 3.35
- Levels of care 3.41
- Management of medication use 3.55
- Rehabilitation service delivery systems 3.32
- Roles and functions of other providers 3.57
- Healthcare providers (including vendors available in the community) 3.60
- Roles and functions of case managers in various settings 3.17

5. Healthcare Reimbursement (37 Questions). This domain addresses case management responsibilities in relation to funding for healthcare services.

- Managed care concepts 3.18
- Cost containment principles 3.34
- Healthcare insurance principles 3.17
- Managed care reimbursement concepts 3.34
- Prospective payment system 2.77
- Private benefit programs (e.g. pharmacy benefits management, indemnity, employer-sponsored health coverage, individual-purchased insurance, home care benefits) 2.97
- Public benefit programs (e.g. SSI, SSDI, Medicare, Medicaid) 2.89
- Utilization management 3.18
- Cost/benefit analysis 2.87

6. Vocational Concepts and Strategies (13 Questions). This domain includes topic areas related to disability and workplace issues and strategies for work as a life activity.

- Ergonomics 2.73
- Job analysis, modification and accommodation, and vocational assessment 2.42
- Disability compensation systems (e.g. workers' compensation, auto insurance, short term disability, accident and health) 2.90
- Job development and placement 2.13
- Life care planning 2.03
- Vocational aspects of chronic illness and disability 2.56
- Work adjustment and work transition 2.51
- Workers' compensation principles 2.59
- Work hardening resources and strategies 2.36