

FREQUENTLY ASKED QUESTIONS

Case Management Seminars

Best in Class Case Management: An Introduction to a Leading Edge Practice

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Mullahy and Associates, LLC*

Visit www.nurse.com/ceseminars for complete information or
call 800-866-0919 or email ce@gannetthq.com.

Who should attend?

Any registered nurse, social worker or other licensed healthcare professional interested in learning about community-based case management, becoming a certified case manager, or developing their own case management business should attend these programs.

LPNs or LVNs should **not** attend these programs because the eligibility criteria established by the Commission for Case Management Certification require that applicants for the certified case manager (CCM) exam practice legally and independently without the supervision of another licensed professional.

Why Would I Want to Attend?

- You will learn about scope of and opportunities of case management and prepare for the CCM exam.
- You will be able to discuss the history of case management and the role of the case manager; identify the eight essential activities and six core components of case management; apply the case management process to actual cases; explain the role of communication and barriers of effective communication; name public and private health care systems and identify five insurance products; identify three areas of confidentiality, define malpractice, and illustrate three components of malpractice; define ethics and recognize five ethical issues in case management; define cultural issues and identify cultural competency resources; identify five behavioral/psychosocial issues and three resources for vocational assistance; identify three outcomes for case management intervention; describe the future direction of the case manager's role.
- You will receive a copy of *The Case Manager's Handbook*, 4th Edition (a \$82.95 value).
- You will earn 14.0 contact hours.

Gannett Education, formerly known as Nursing Spectrum Division of Continuing Education, is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

CCM hours by Commission on Case Manager Certification will be available from Mullahy & Associates, LLC.

How do I register?

Gannett Healthcare Group, Gannett Education, handles the registration for these programs. To register, please visit www.nurse.com/ceseminars, call 800-866-0919, or email ce@gannetthq.com.

Where do you offer the programs?

We currently offer these programs in New Jersey, New York, Las Vegas, and California and will expand into other markets if there is an interest. Complete information is available at www.nurse.com/ceseminars.

Who provides the continuing education for these seminars?

Gannett Healthcare Group, Gannett Education, provides the CE contact hours for these seminars. CCM hours by Commission on Case Manager Certification will be available from Mullahy & Associates, LLC.

Do I need to attend the entire seminar to be awarded the contact hours?

Yes. **Attendance at the entire seminar is required to be awarded the contact hours.** If you arrive late or leave early, you may still attend the program (space permitting) but **will not be awarded the CE contact hours.**

Will the seminar prepare me to take the Case Manager Certification Exam?

Yes, the Best in Class Case Management will prepare you for the CCM exam. However, there are additional employment experience requirements established by the Commission for Case Manager Certification that you must also meet in order to be eligible take the exam.

For complete certification information, contact the CCMC Certification Center.

CCMC Certification Center
PO Box 17009
St. Paul, MN 55117
Phone: 651-789-3744
Fax: 1-800-648 -1828
Email: support@ccmchelp.org
<http://www.ccmcertification.org/>

I lost my certificate. How do I obtain a new one?

Lost CE **contact hour** certificates are available from Gannett Education at 800-866-0919 or email [**ce@gannetthg.com**](mailto:ce@gannetthg.com). Lost **CCM** certificates are available from Mullahy & Associates, LLC; [**http://www.mullahyassociates.com**](http://www.mullahyassociates.com); 631-673-0406, [**info@mullahyassociates.com**](mailto:info@mullahyassociates.com).