

## ***Case Management Specialized Certificate***

### **Frequently Asked Questions**

#### **What is case management?**

The Commission for Case Manager Certification (CCMC) defines case management as: “a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual’s health needs, using communication and available resources to promote quality, cost-effective outcomes.” ([www.ccmcertification.org](http://www.ccmcertification.org))

#### **How long is the program?**

The certificate program is complete within one university quarter. This face-to-face\* course is designed as 9 full day class sessions, plus a case study project presented over two days. A typical schedule will be 9 consecutive Saturdays, 8 a.m. to 5 p.m. each day, with one or two Friday classes, depending on the quarter. On the first day, students are assigned a case study, on which they will work for the duration of the program. This **case study** will be presented on the last day and a half of class; the final grade in the class is based on this project. Students can expect to spend a minimum of 18 hours outside of class working on this case study project. **\*Due to COVID-19, classes may be offered Live Online until further notice.**

#### **When and where is it offered?**

This intensive-format course is offered year-round, winter, spring, summer, and fall quarters. Class location is in our University City Center\*, 6256 Greenwich Drive, San Diego, CA 92121. **\*Due to COVID-19, classes may be offered Live Online until further notice.**

#### **Who can attend? Do I have to be a nurse/RN?**

Enrollment is open to anyone with an interest in working in the field of case management; a nursing degree is not required. That said, the course is optimized for healthcare professionals: social workers, physical therapists, rehabilitation counselors, utilization review, and physicians can move into new careers in case management. Of course, a career in case management can be seen as natural progression for an RN after many years on the floor, who now needs a less physically-demanding environment.

#### **Where are the jobs? Will you place me in a job?**

Hospitals, clinics, home health agencies, rehabilitation facilities, insurance companies, HMOs, long term care facilities, and more, all need case managers. We do not provide job placement services, but because the goal of professional education is to prepare students for employment or advancement, our instructors make a point of discussing placement options in every class.

### What is the difference between a certificate and certification?

The **Specialized Certificate** documents your 90 hour course of study, focusing on relevant and applicable job knowledge. A student can earn the certificate with **no job experience**, and indeed, many people take the course in order to find first time employment as a case manager. Upon successful completion of the course, students will receive the certificate. **Certification** (as a CCM, for example) comes from taking and passing a proctored exam such as offered through the CCMC (Commission for Case Manager Certification), the prerequisite for which is **a minimum level of on-the-job experience**. This is the method to receive “CCM” designation; please visit the CCMC website at [www.ccmcertification.org](http://www.ccmcertification.org) for details.

### Is there a required textbook for this class?

Yes.

**Case Management: A Practical Guide for Education and Practice**, by Suzanne K. Powell and Hussein A. Tahan. Please check website for current edition. Students may purchase this through Amazon.com (no tax, free shipping).

### How much does the program cost?

The Case Management Intensive course is \$1,495. The Certificate Fee is \$95 (Apply online at <http://extension.ucsd.edu/casemgt>). The recommended textbook is about \$55- \$75 (if ordered through Amazon—see *Is there a required textbook for this class?*).

### How do I enroll?

You may enroll by phone by calling 858-534-3400 (Monday through Thursday 8 a.m. to 9 p.m., Friday 8 a.m. to 5 p.m., and Saturday 8 a.m. to noon). You may also enroll online: <http://extension.ucsd.edu/studyarea/index.cfm?vAction=singleCourse&vCourse=FPM-40226&vStudyAreaID=12> Be sure to have the section ID of the course ready when you call or enroll online; see *How much does the program cost?*

### Does enrolling in the Certificate Fee section hold a space for me in the class?

**No.** You must enroll in the Case Management Intensive course to have a seat in the class.

### Is financial assistance available?

UCSD Extension facilitates private education loans through UC Approved Lenders. Information on these programs can be found at <http://extension.ucsd.edu/student>. State-Funded Training is available through EDD (Employment Development Dept.); information is on their site: [sandiegowork.org](http://sandiegowork.org).

### If I have more questions, who may I email or call?

Debbie Ortuño will assist you. Email: [dortuno@ucsd.edu](mailto:dortuno@ucsd.edu). Phone: 858-534-9278.