

FAQs:

Certified Behavioral Health Case Manager and Supervisor (CBHCM & CBHCMS)

The following series of questions were posed after the FCB's two webinars held on April 5th and 6th, 2018: *Behavioral Health Case Manager Certification 101* and *Meeting the FCB Training Requirement 101*.

Is the cut off for not taking the exam August 1 or August 31? There is conflicting information in this presentation.

The cut off for not taking the exam is August 31st.

If I had been certified as a CBHCM-S, I need to apply also for a CBHCM?

If you are certified as a CBHCMS, you do not need to also hold the CBHCM. Someone holding the CBHCMS is qualified to provide direct services or supervise case managers providing direct services.

My agency is an AHCA approved provider of case management services. While the agency is accredited through CARF, its case management program was implemented later and is therefore not covered under the accreditation. Is it a requirement that the case management program to be accredited in order for a case manager to seek certification via the agency?

Yes. An FCB BHCM Approved Employer must hold national accreditation for its case management program.

Do the older approved organizations have to reapply now?

Yes. The standards that were developed in May 2017 are not the same as the standards for the FCB BHCM Approved Employer program.

Two of the employees in my organization have attempted to apply for the provisional but do not get the option of provisional CBHCM. Is it an error? or are they accessing the information incorrectly?

The provisional certification application is currently paper-based and the application is posted online at the bottom of this page: <https://flcertificationboard.org/certified-behavioral-health-case-manager-supervisor/>

We expect the electronic application to be available May 1, 2018.

What is considered intensive supervision for provisional licenses?

During the provisional period, individuals are learning how to perform on the job and need more intensive supervision early on. As the individual demonstrates gains in competency, supervision can taper off to standard supervision. Regardless of intensity, the FCB defines supervision is face-to-face contact between a qualified supervisor and a provisionally certified professional during which the applicant apprises the supervisor of the status of a case, the case is discussed, the supervisor provides the applicant with oversight and guidance in working the case, and evaluates the applicant's performance.

What options do I have if I am having difficulty getting my former employers to submit the job description and training verification forms to FCB in order for me to receive credit for my training and related work experience?

Unfortunately, the FCB cannot compel others to complete verification paperwork. If an applicant is unable to provide eligible, verifiable documentation of compliance with any standard, the individual will have to complete the requirements with an entity who will provide the required documentation.

Where does this leave me? I am a licensed RN, which does not require a Bachelor's degree.

If you have been consistently employed as a case manager or case manager supervisor since 2007, you are eligible to apply under the grandparenting standards without a Bachelor's degree. Application for individuals who have been working post 2007 or after the grandparenting period requires an eligible Bachelor's degree.

How do we know which courses are AHCA certified?

AHCA issues an approval letter to the agency or individual who submitted a curriculum for approval. The AHCA letter is the only indicator that a curriculum has been AHCA approved. NOTE: You can only use the AHCA curriculum until September 1, 2018. On September 1st, all applicants must complete the 50-hour training requirement.

If a provider has completed an AHCA approved Case Manager training more than 10 years ago, does he/she have to take it again?

If the applicant has been consistently employed and was trained under an AHCA approved curriculum more than 10 years ago and applies during the grandparenting period, the applicant does not have to take new training. If the applicant was trained over 10 years ago and is now reentering the workforce, the training should be delivered again.

Who and what programs will the CEU's be approved under or what programs are qualify for CEU's?

The FCB will accept CEUs from any FCB Recognized Education Provider. Please see this link for more information: <https://flcertificationboard.org/resources/approved-education-providers/>

Are there stipulations on media for the required training? Meaning, does it have to be in-person or can it be online, or self-study? In any event, there must be a test at the end.

With the exception of home study, the FCB accepts training in any format, so long as it is offered by an FCB Recognized Provider. Please see this link for more information: <https://flcertificationboard.org/resources/approved-education-providers/>

If we are an AHCA approved case management training do we need to apply as an FCB Approved education provider? If not, do you know if the AHCA approval ever expires?

Yes. The FCB will stop accepting AHCA approved curricula for certification purposes after August 31, 2018. We believe AHCA approval did not have an expiration date; however, FCB will be approving the curricula once the new TCM Rule 59G-4.199 is finalized and the standards have changed, so new approvals have to be sought from FCB.

Is there a sample test?

No.

Is there a time limit on when college courses were taken, in order to be accepted by FCB? (i.e. 1yr ago, 5 yrs ago, etc....)

No. Related coursework from an accredited college or university does not expire.

If we have staff already trained under an AHCA approved curriculum, must they be RETRAINED after January 1st?

You will only need to retrain a current staff member who holds a valid FCB CBHCM or CBHCMS credential earned under the grandparenting standards if the individual's credential expires or otherwise needs to be reinstated.

You will need to train any new, non-trained staff member under the 50-hour model effective September 1, 2018.

What is the cost to become a single source training provider? How often does that certification have to be renewed?

The one time application fee is \$300 and, when issued, the provider number is valid for a 2-year period. Provider status must be renewed every two years (in December of the renewal year). The renewal fee is \$200 for another two year approval period. There will be periodic audits of the curricula to ensure the most current content is being taught as a single source.

Will an HR training form from my current employment be sufficient documentation for meeting training requirements or will a Certificate of Completion for each training be required?

Please see the CBHCM or CBHCMS Standards Tables for information on how to document the training requirement. If the current employer offers a single-source 50 hour curriculum, a single certificate should meet the documentation requirements. If the requirement was met through multiple education providers, a separate certificate must be provided for each course claimed for certification credit.

Will providers need to re-submit their curriculum to AHCA for approval once the curriculum has been changed to meet the new FCB standards? The Medicaid handbook still requires the "AHCA approved" training for case management staff and supervisors.

The new draft policy for Targeted Case Management (Rule 59G-4.199) removes the AHCA approval process. As such, when the new policy is published, we expect that AHCA will no longer approve curriculum for Behavioral Health TCM. This is the link to the site where AHCA publishes the TCB rule drafts.

<http://ahca.myflorida.com/medicaid/review/Rules.shtml>

Will there be an option to track these trainings through CE Broker?

The FCB will accept training reports from CE Broker to document training requirements, but the FCB will not become a "member" of CE Broker.

For newly hired staff who meet educational requirements, and are in the process of completing their trainings/hours of experience, is there a grace period during which they can provide TCM services before/while applying for the certification? Currently Case Managers have three months from the date of hire to complete the required AHCA training.

This is an AHCA billing question. The FCB does not know if an employee must hold the provisional credential before billing, or if AHCA will grant a grace period.