



AMERICAN BOARD OF MANAGED CARE NURSING

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CANDIDATES GUIDE FOR CERTIFICATION IN MANAGED CARE

CERTIFIED MANAGED CARE NURSE (CMCN)

CERTIFIED MANAGED CARE PROFESSIONAL (CMCP)

DEVELOPED AND ADMINISTERED BY:
THE AMERICAN BOARD OF MANAGED CARE NURSING
Revised March 2019

WHAT IS THE AMERICAN BOARD OF MANAGED CARE NURSING?

The American Board of Managed Care Nursing (ABMCN) was formed in 1998 and is a non-profit 501(c) 6 organization. The ABMCN certification program offers nurses at health plans, hospitals and provider systems, licensed social workers at managed care organizations and licensed professional counselors at managed care organizations a national examination testing competence to deliver a defined set of behaviors related to patient-centered care to member populations in managed care. The ABMCN examination has been developed and reviewed by nurses with practical experience in managed care and peer acceptance as nurse leaders.

THE VALUE OF CERTIFICATION

Nurses, social workers and licensed counselors are in excellent positions to take advantage of the changes occurring in the health care delivery system. The education and professional philosophy of your vocation makes our profession especially qualified to make the changes needed to move a patient population from a paradigm of medicine to a paradigm of health. The certification process of ABMCN promotes excellence and professionalism in managed care nursing and care management and recognizes individuals who demonstrate an acquired body of knowledge and expertise in managed care through voluntary certification. Candidates who pass the examination may use the initials CMCN (Certified Managed Care Nurse) or CMCP (Certificate Managed Care Professional) as part of their professional signatures.

PHILOSOPHY OF MANAGED CARE NURSING

Webster defines nursing as "a nurse's occupation or task; one who is educated and licensed to care for the sick or disabled in collaboration with other health care providers."

The managed care professional is required to function in many different settings and roles. In contrast to the traditional role of the nurse to provide direct patient care at the bedside, the current role is to advocate for all patients enrolled in healthcare delivery systems, to administer benefits within the confines of the healthcare delivery system and to provide customer service for all of the encounters with members of the healthcare delivery system.

Managed care nurses, social workers and counselors develop and implement a variety of programs which may include wellness and prevention programs, disease management programs, quality management programs, and demand management programs. This enables the managed care nurse/social worker/counselor to foster a proactive approach that involves the patient in the management of his/her individual health care needs. By utilizing a self-healthcare approach, the goal of the patient is to have a better understanding of matters relating to his/her health, to maintain a more active life-style, and to have mental well-being.

This role in managed care moves along the continuum from direct patient care to administration. Employers of the near future will recruit nurses/social workers/counselors who understand the overall structure of the healthcare industry, who possess highly developed critical-thinking skills, and who bring to their positions a well-rounded understanding of the risks and benefits of every healthcare decision.

ELIGIBILITY REQUIREMENTS

COURSE WORK

Candidates must meet an acceptable minimum level of basic knowledge of the following components:

1. Managed Care Overview
2. Healthcare Economics
3. Healthcare Management
4. Patient Issues

Basic knowledge is verified in one of two ways:

1. Candidates can complete the "Comprehensive Introduction to Managed Care Nursing" curriculum available from the American Association of Managed Care Nurses (AAMCN) at www.aamcn.org. At the completion of this course work (completion is defined as post-test and submitted and certificate received), the candidate has four months to sit for the exam. Course materials may not be shared with other candidates for eligibility requirements.

2. Candidates can submit a signed job description, resume and educational background that attests to completion of equivalent course work taken elsewhere to the ABMCN Board of Directors for approval to sit for the exam. Review of candidates submitting this form of eligibility is performed on a quarterly basis by the Board of Directors.

LICENSURE REQUIRED

Current registered nurse license or a license in practical nursing, clinical social work license or licensed as a professional counselor (LPC) in any American State, territory, or protectorate.

RENEWAL

The certification will be renewed at three-year intervals beginning January 1st following the completion of the certification exam, if the nurse demonstrates on going professional development with proof of 25 CEU's, verification of current licensure as a Registered Nurse, Licensed Practical Nurse, Social Worker, Counselor and a \$55.00 licensing fee. Documentation of an approved program of continuing education must be submitted to the ABMCN.

SUGGESTED READING MATERIALS

The following reference materials are provided to help examination candidates. Please be aware that this reading list does not completely delineate the parameters of the examination. It is merely a suggested means for reviewing your personal education and practical experience in the field. These are only suggestions for additional information.

Leadership and Nursing Care Management. Huber, Diane. Fifth Edition. Elsevier Health Sciences. 2013.

Introduction to Care Coordination and Nursing Management. Fero, Laura J., Charlotte Herrick, and Jie Hu. Jones and Bartlett Publishers, Sudbury, MA. 2011.

Essentials of Managed Health Care. Kongstvedt, Peter R. Fifth Edition. Jones and Bartlett Publishers, Sudbury, MA. 2007

Essentials of Managed Health Care. Kongstvedt, Peter R. Sixth Edition. Jones and Bartlett Publishers, Sudbury, MA. 2013.

Managed Care: What It Is and How It Works. Kongstvedt, Peter R. Third Edition. Jones and Bartlett Publishers, Sudbury, MA. 2009.

The Managed Health Care Handbook. Kongstvedt, Peter R. Fourth Edition. Jones and Bartlett Publishers, Sudbury, MA. 2001

The Case Manager's Handbook. Mullahy, Catherine, and Deborah Jensen. Fifth Edition. Jones and Bartlett Publishers, Sudbury, MA. 2013.

Rehabilitation Nursing: Prevention, Intervention and Outcomes. Hoeman, Shirley. Fourth Edition. Mosby Elsevier, St. Louis, MO. 2007

Nursing Case Management: From Essentials to Advanced Practice Applications. Cohen, Elaine, and Toni G. Cesta. Elsevier Mosby. 2005.

A Nurses Introduction to Managed Care. American Association of Managed Care Nurses, 2007. Third Edition. 2011.

Case Management: A Practical Guide to Success in Managed Care, Powell, Suzanne K. Second Edition. Lippincott-Raven Publishers. 1999

The ABMCN does not benefit financially from any course work or materials used to prepare for the ABMCN board examination.

REGISTRATION & EXAMINATION FEE

To register send:

1. Registration fee of \$250
2. Completed official application form
3. Proctor agreement form
4. Copy of current nursing, social work, or counselor license, (online license verification accepted)

EXAMINATION INFORMATION

Examination scores are confidential. A Pass/Fail notification will be forwarded by US mail to the candidate within two weeks following the examination date.

The CMCN/CMCP designation is strictly limited to those individuals who:

1. Have met all the criteria of the ABMCN, and have been officially notified of their certification by the ABMCN.
2. Have renewed their certification as required by the ABMCN.
3. Other individuals who represent themselves as being certified may be subject to legal action.
4. Candidates who receive a non-passing grade may retake the exam again with submittal of new application paperwork and examination fee.

HOW DO I GET AN APPLICATION?

Candidates are encouraged to apply online here: <http://www.abmcn.org/>

The last page of this document also contains the application if you would prefer to submit it by fam or mail.

PROCTORING INFORMATION

The examination must be done a proctor. There are three options:

1. Proctors may be the candidate's supervisor, a representative from human resources or education/training department, or a current CMCN/CMCP, a librarian at a public library, or a professor or exam center at a local college/university. This exam can be taken by paper or online. Online exams can be proctored remotely as long as the exam taker can share their computer screen and have a webcam showing themselves.
2. Candidates may sit the exam at a Managed Care Forum. This option costs an additional \$25.
3. Candidates can sit the exam remotely with ExamRoom.AI. This option costs an additional \$25. If you choose this option, we will reach out to you within five business days of receiving your exam application and payment with instructions on how to schedule your exam with ExamRoom.AI. Candidates who wish to use this remote proctoring option must have access to a laptop or desktop computer with a working webcam and microphone, an updated Operating System, an updated version of Google Chrome, and a stable internet connection. If you need to rent a laptop, you will be able to do so through ExamRoom.AI for an additional fee (you can contact them for details).

Important note: Candidate must call no later than forty-eight (48) hours before the scheduled examination to make scheduling changes or cancellations at no fee. In the event of a late cancellation or "no show", the \$25 additional proctoring fee you paid will not be refunded and must be paid again before rescheduling.

CONTENT OF THE EXAMINATION

A condensed content outline of the certification examination is shown below.

SECTION ONE

MANAGED CARE OVERVIEW

1. Understand managed care and how it evolved
2. Identify factors driving increases in healthcare costs
3. Describe the practical application of federal laws affecting managed care, i.e. COBRA, TEFRA, and ERISA
4. Define terminology and acronyms dealing with managed care, contracting and insurance coverage
5. Differentiate between various organizational models known to managed care
6. Identify different types of managed care products

SECTION TWO

HEALTHCARE ECONOMICS

1. Explain the relationship between types of provider reimbursement

2. Describe challenges medicine and nursing have overcome, changes in the current healthcare delivery system and the implications for the future of nursing
3. Understand health economics principles for managed care organizations
4. Understand the concepts of the negotiation process
5. Define the trends currently impacting healthcare
6. Define individual's challenges for functioning in the future of healthcare

SECTION THREE

HEALTHCARE MANAGEMENT

1. Identify and define the multiple components of a utilization management program
2. Describe disease state management programs
3. Recognize quality management's impact on the cost of care
4. Understand the concept of case management and the case management delivery model
5. Identify basic quality improvement activities in a managed care setting
6. Recognize the current accreditation/regulatory bodies and understand the implications of accreditation/regulation and certification
7. Describe the content in a managed care report card and the IT systems used to gather data for it
8. Describe provider profiling and its effects on managed care
9. Identify the impact of informatics on managed care and the healthcare industry

SECTION FOUR

PATIENT ISSUES

1. Identify the critical factors impacting member benefits
2. Recognize the consumer's perception of the effectiveness of managed care
3. Understand the managed care nurse's role
4. Describe the differences between principles, values, and ethics
5. Recognize the legal fundamentals, contractual and risk management issues and their effects on managed healthcare
6. Identify the grievance process and alternative dispute resolution
7. Understand the basics of malpractice action
8. Understand the implications of the nurse practice act

SECTION FIVE

SCENARIOS

Comprehension of essential skills necessary to understand job responsibility and accountability.

You must have the ability to apply the knowledge of managed care concepts in today's healthcare environment.

SAMPLE EXAMINATION QUESTIONS

The following questions are similar to those that **may** appear on the examination.

1. The primary purpose of a Worker's Compensation program is to:
 - a) Provide sure, prompt, reasonable income and medical benefits to insured workers, regardless of fault
 - b) Protect the employer against frivolous lawsuits
 - c) Assure the injured worker access to the legal system
 - d) Help establish a network of rehab providers
2. Under most long-term disability coverage's, which of the following is true?
 - a) Benefits can be terminated at some point when an individual can perform any occupation
 - b) Any Social Security Disability Income recipient is not eligible for LTD
 - c) Any Worker's Compensation recipient is not eligible for LTD
 - d) Any person with a disability and an earning capacity disability above the poverty line is eligible for Social Security Disability Income
3. The purchase of insurance by an insurer to assure adequate risk distribution is:
 - a) Subrogation
 - b) Reinsurance
 - c) Self-Insurance
 - d) Indemnification

4. A home health agency is considered to be reliable if:
 - a) The agency is large and well known
 - b) The agency has been around a long time
 - c) The agency is known to deliver consistently good care at a competitive price
 - d) It is a national agency

5. Military personnel and their families are covered for medical needs by the following:
 - a) HMO
 - b) TRICARE
 - c) PPO
 - d) EPO

6. COBRA is a federally-mandated program that:
 - a) Allows qualified individuals to take leave
 - b) Protects injured federal workers
 - c) Provides auto insurance for federal workers
 - d) Mandates the extension of medical plans after termination from a job for a period of time.

ANSWERS - 1. A 2. A 3. B 4. C 5. B 6. D

American Board of Managed Care Nursing Application for Certification in Managed Care Nursing (CMCN) or Professional (CMCP)

All exam materials (application, payment, & proctor form) must be received (not date sent) in our offices at least seven business days prior to the date that you plan to sit the exam

Last Name _____ First Name _____ MI _____
(As you want your name to appear in databases, certificates, etc)

Last Name _____ First Name _____ MI _____
(As it appears on your nursing license if different from above)

Education/Degrees Acquired RN LVN LPN MSW LCSW LPC

Credentials _____ Years' Experience in Managed Care _____

Title _____

Organization _____

Mailing Address _____

City _____ State _____ Zip _____

Mailing Location is Organization Home

Work Phone _____ Home Phone _____

Email _____ SSN# (last 4 digits) _____

License Number _____ State of Licensure _____

Requested exam format: Paper Online (Remote proctoring is only an option for online exams)

A COPY OF YOUR CURRENT LICENSE IS REQUIRED (ONLINE VERIFICATION IS ACCEPTABLE.)

PAYMENT METHOD FOR CERTIFICATION EXAM FEE:

___ **\$250** I will be working with my own proctor **OR**

___ **\$275 SELECT ONE:** ___ Onsite at Managed Care Forum **OR** ___ Remote Proctoring with ExamRoom.AI

Check # _____ (made payable to ABMCN)

Visa MasterCard Amex Credit Card Security Code _____

Credit Card # _____ Expiration Date _____

Credit Card Billing Address _____

Bill Address City, State & Zip _____

Cardholder Name _____

Authorized Signature _____

(Do not send credit card information by email, instead fax or mail the application or call with payment information. You can also fill out the form online)

PROCTOR - My Proctor for the examination is:

Name _____ Phone Number _____

Location exam will be taken is _____

Proctor Application is Attached Will come under separate cover (We must receive this form at least seven business days prior to the date you plan to sit the exam. The proctor form must have an exam date selected. No proctor application is needed from those sitting the exam at a Managed Care Forum or doing the remote proctor option with ExamRoom.AI)

AUTHORIZATION

I authorize the American Board of Managed Care Nursing (ABMCN) to use whatever it deems necessary to verify the statements I have made to the ABMCN. I accept that the ABMCN will treat all information regarding this form and my certification as confidential. I allow the ABMCN to use the data on this, or the examination, for statistical analysis and improvement of the ABMCN examination process. I declare all statements in my application are true and that to utter a false statement is grounds for denial or loss of the CMCN credential.

I authorize the ABMCN to send by US mail my test results IN THE FORM OF PASS OR FAIL to the above address.

Candidate Signature _____ Date _____

IF THIS APPLICATION FORM IS INCOMPLETE OR IF ANY REQUIRED DOCUMENTATION IS MISSING, YOUR APPLICATION WILL BE RETURNED.

SUBMIT COMPLETED APPLICATION AND FEE TO:

AMERICAN BOARD OF MANAGED CARE NURSING

4435 WATERFRONT DRIVE, SUITE 101, GLEN ALLEN, VA 23060 / PHONE (804) 527-1905 / FAX (804) 747-5316