

## 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 completed within one university quarter. This **live-online** 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. (**PST**) 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 two days 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.

### When and where is it offered?

This intensive-format course is offered year-round, winter, spring, summer, and fall quarters via **Live Online Zoom remote**.

### 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 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 the website for the current edition. Students may purchase this through Amazon.com.

**How much does the program cost?**

The Case Management Intensive course is \$1,945. The Certificate Fee is \$95 (Apply online at [Case Management Certificate | UC San Diego Division of Extended Studies \(ucsd.edu\)](#)). The recommended textbook is about \$60- \$80.

**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 8a.m. to 5 p.m., and Saturday 8 a.m. to noon). You may also enroll online: [Case Management Certificate | UC San Diego Division of Extended Studies \(ucsd.edu\)](#). Be sure to have the section ID of the course ready when you call or enroll online.

**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?**

Since we are not a degree granting institution, our courses and programs do not qualify for FAFSA or federal student aid. If qualified, you can take out a private loan. For more information, visit our [Financial Resources](#) page or email [unex-finasst@ucsd.edu](mailto:unex-finasst@ucsd.edu).

**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