

Introduction to the Code of Professional Conduct for Case Managers

Adopted by the Commission for Case Manager Certification

Introduction

- Case management is a professional, collaborative and interdisciplinary practice guided by the Code of Professional Conduct, known as “the Code”
- The object of the Code is to protect the public interest. The Code consists of Principles, Rules of Conduct, Standards of Professional Conduct, and Procedures for Processing Complaints
- The Principles are advisory in nature; however, the Rules of Conduct and Standards for Professional Conduct require mandatory compliance for Board Certified Case Managers, known as “CCMs”

Principles

- CCMs will place the public interest above their own at all times
- CCMs will respect the rights and inherent dignity of all of their clients
- CCMs will act with integrity and fidelity with clients and others
- CCMs will maintain their competency at a level that ensures their clients will receive the highest quality of service
- CCMs will honor the integrity of the CCM designation and adhere to the requirements for its use
- CCMs will obey all laws and regulations
- CCMs will help maintain the integrity of the Code by responding to requests for public comments to review and revise the Code, thus helping ensure its consistency with current practice

CCMC Rules of Conduct

- CCMs will not intentionally falsify an application or other documents
- CCMs will not be convicted of a felony
- CCMs will not violate the Code of Ethics governing the profession upon which the individual's eligibility for the CCM designation is based
- CCMs will not violate or breach the Standards for Professional Conduct
- CCMs will not violate the rules and regulations governing the taking of the Certification examination and maintenance of CCM Certification

Scope of Practice for Case Managers

- Case management is a professional, collaborative and interdisciplinary practice. CCMs will practice only within the boundaries of their role or competence, based on their education, skills, and appropriate professional experience
- Case managers assess, plan, implement, coordinate, monitor and evaluate options and services required to meet an individual's health needs
- Case managers use communication and available resources to improve the experience of care, improve the health of the population, and reduce per capita costs of health care

Standards of Conduct for Case Management

- CCMs will serve as advocates for their clients and will perform a comprehensive assessment to identify a client's needs, identifying options and providing choices when appropriate
- Professional responsibility includes practicing within appropriate boundaries, maintaining competence in the profession, accurately representation of qualifications, compliance wit state and federal laws, disclosing of conflicts of interest, reporting misconduct, and compliance with proceedings to enforce the Code

Standards of Conduct, continued

- CCMs will provide a description of services to clients, as well as benefits, risks, alternatives, the right to refuse services, and the cost of services (if applicable)
- CCMs will maintain objectivity in professional relationships and will not impose their values on their clients, nor will they enter into a relationship with a client that interferes with objectivity
- Prior to discontinuation of services, CCMs will document notification of discontinuation to all relevant parties

Standards of Conduct, continued

- CCMs will maintain legal compliance with laws and procedures related to consent, confidentiality, and release of information
- CCMs will inform clients that informant obtained may be disclosed to third parties, as prescribed by law
- CCMs will maintain confidentiality of a client's protected health information
- CCMs will maintain client records in a manner designed to ensure confidentiality
- CCMs will be knowledgeable and comply with the confidentiality and security of the transmission and use of electronic health information
- CCMs will maintain the security of records necessary for rendering professional services as required by applicable laws, regulations and procedures, and will destroy records in a manner assuring preservation of confidentiality

Standards of Conduct, continued

- CCMs providing testimony will be impartial and will limit testimony to specific field of expertise
- Dual relationships will be disclosed by disclosing the roles and responsibilities of the CCMs
- CCMs will not engage in unprofessional behavior, as defined by the Standards
- CCMs will comply with standards for fees, advertising, solicitation, and research parameters

CCMC Procedures for Processing Complaints

- Complainants must comply with certain procedures when filing a Complaint alleging violation of the Code of Professional Conduct
- Complaints will be considered and reviewed by the Ethics & Professional Conduct Committee
- Complaints may be responded to and the Committee may preliminarily dispose of a Complaint
- A hearing may be requested by a CCM or may be initiated by the Committee
- Upon a finding of violation of the Code, the Committee may issue a Letter of Instruction or Sanctions, including the revocation of CCM certification
- CCMs have the ability to appeal a decision by the Committee