

FREQUENTLY ASKED QUESTIONS

1. What is Integrated Case Management Training?

An advanced training module compiled of 9 online sessions, manual self-study, an online software tool, and a face-to-face training that provides case managers coming from either medical or mental health backgrounds with the content and skills needed to perform systematic complexity assessments. For more details on the training, visit www.cmsa.org/icm.

2. How does it work?

- Register online, or if with a large employer group, contact CMSA for group rates and assistance.
- Order your Integrated Case Management Manual at <http://www.springerpub.com/product/9780826106339>. Use Discount Code: AF1401
- Access the recorded session in your online classroom. Each session has a video, and downloads.
 - Note: the preparation in the ICM manual that is required before viewing each session.
- Take the chapter quizzes to test your level of knowledge as you work your way through the sessions.
- Access the online Integrated Case Management – Complexity Assessment Grid (ICM-CAG) software with a temporary training username and password to practice case studies provided in the ICM manual.
- Be sure to evaluate each session and share feedback!
- At certain intervals, you'll contact CMSA for more information and next training steps.
- For Face-to-face training, you'll be sent information on date and location options available to you. For large employer groups, a company contact will share information for your company's training. You must complete all of Section 1's independent study before attending a face-to-face (Section 2) training.
- Complete a Final Exam upon completion of the Section 2 (Face-to-Face) training. 70% or higher is needed to pass.

3. How do I earn CE's?

After completion of Section 1's Independent Study, you will have access to a Section 1 Evaluation. Complete this to earn Section 1 hours. Upon completion of your Face-to-Face training, you will receive a Section 2 Evaluation which will award you any remaining CE hours.

4. What are the registration options?

For the full Course, register for Section 1 & 2. For the self-study portion only, register for Section 1. Note: Section 1 only registrants will not gain permanent access to the Integrated Case Management –Complexity Assessment Grid (ICM-CAG) software. This permanent access will only be granted to those that complete both Section 1 & 2, and pass the final exam with a 70% or higher.

5. What are the technical requirements to view session recordings?

See the TECHNICAL REQUIREMENTS dropdown. There is an automated process that will test your system to make sure it meets the requirements. Be sure to use the computer that you will be using to view the sessions when conducting this test.

6. What are the deadlines to register and submit CE credits?

Registration is open year round. You will begin your self-study portion (Section 1) upon registration, and then attend the next face-to-face on the calendar (Section 2).

7. Do I need to be a CMSA member to register and view sessions?

No, you do not need to be a CMSA member to register, however CMSA members do receive a discount on the ICM training program. If you are not a member and interested in the discount option, join CMSA at www.cmsa.org/join before registering for the ICM program.

8. Do I need to login to CMSA before registering for the ICM course?

You do not need to login to the CMSA website, first, to access your account on the Knowledge Center. If you are a CMSA member, you will use your CMSA username and password. If you are not a member of CMSA, you can still create an account profile as a non-member.

9. Who is Peach New Media?

Peach New Media is the event services company managing our educational content. They manage both the registrations and the technology to ensure successful and professional offerings.

If you need further information about Peach New Media, you can [go to their website](#), [contact them by email](#) or call their help desk at (877) 728-3904.

10. What if my question wasn't answered here?

If you have further questions about your options or how to register, you can contact Peach New Media [by email](#) or by calling the help desk at (877) 728-3904.

If you have other questions related to the Integrated Case Management training access, content, certificates, or other training related questions, contact CMSA Client Services:

Phone: (501) 225-2229; Toll-Free: (800) 216-2672; Email: cmsa@cmsa.org