



CENTER FOR CASE MANAGEMENT, INC. (CCM)

EXAMINATION:

Certification Examination for Case Management Administrators (CMA)

ELIGIBILITY:

Candidates interested in taking the above exam, should contact the Professional Testing Corporation (PTC), for the handbook for candidates, and an application.

1350 Broadway
17th Floor
New York, New York 10018
Phone: 212-356-0660
Fax: 212-356-0678
URL: www.ptcny.com

Once you have been approved, you are responsible for scheduling an appointment to take the examination.

TELEPHONE REGISTRATION

To schedule an examination by phone, please call 833-207-1288. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

INTERNET SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule for their exams using the Internet. Candidates schedule online by accessing PSI's scheduling website at www.psiexams.com. Internet scheduling is available 24 hours-a-day. In order to schedule by Internet, complete the steps below:

- Once eligibilities are received by PSI, candidates will be able to go to candidate.psiexams.com for online scheduling.
- From the website, candidates will be able to select a desired testing date and location.
- After scheduling your examination appointment online you will receive an email confirmation from no-reply@psiexams.com. This will contain the test date, time, site address and directions.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 24 hours before the scheduled examination date.*

Note: A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 24 hours before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates need to provide one (1) valid form of non-expired, government issued identification, bearing photo and signature.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered.

ACCEPTABLE IDENTIFICATION - Choose One (Must be current)

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card

Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

Candidates will receive 2 pieces of scratch paper and a pencil at the test site. A handheld (non-programmable) calculator is allowed. The online calculator will also be enabled.

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.** Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.

TESTING SITES

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

EXAMINATION RESULTS

A participation letter will be given at the end of the exam. Results will be sent out by the sponsor within 4-6 weeks after the testing window ends.