



The CDMS Guide for Candidate Recertification



Certification of Disability
Management Specialist

Competency. Collaboration. Assurance.

**Developed and Administered by the
CDMS**

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CDMS RECERTIFICATION

To ensure that the CDMS credential and examination accurately reflect practice, the CDMS conducts a Role & Function Study every 5 years. This study seeks to keep CDMS eligibility criteria and certification examination content relevant. Thus, CDMS certificants are required to recertify every 5 years to remain current.

The CDMS® recertification requirements are designed to encourage disability managers to continue their professional education through courses and other activities that will help them serve their clients more effectively.

The CDMS Recertification Program encourages practitioners to pursue continuing education so they may achieve the following goals:

- Obtain information on current trends in disability and absence management
- Explore new technologies
- Develop balanced professional judgment and enhanced critical skills
- Acquire knowledge in specific focus areas

The CDMS will make every reasonable effort to send recertification reminders, however, IT IS YOUR RESPONSIBILITY to recertify by the valid-through date on your certificate.

THE RECERTIFICATION PROGRAM

Requirements/Continuing Education and Re-examination Options

CDMS Recertification allows you to extend your status as a Certified Disability Management Specialist (CDMS®) at five-year intervals from the valid-through date of your initial certification. It offers two recertification options:

Option 1: Recertification by Continuing Education

- Documentation of 80 clock hours of approved continuing education, of which 4 hours must be in ethics
- See pages 3-8 of this guide for complete details on recertification by Continuing Education and a breakdown of focus area/domain hour requirements.
- Continuing Education hours must be accumulated during the period of the current certification cycle
- **ALL continuing education credit must be earned and documented by the year one is due to recertify**

Option 2: Re-examination

- Contact CDMS if you would like to re-exam.
- Achieve a passing score on the examination
- If you choose the re-examination option, you **MUST** take one of the scheduled exam windows in the year you are due to recertify



- Recertification candidates are not allowed to defer taking the exam to a future date since their certification will have expired

Application Windows/Exam Windows for the 2017 exam:

UPCOMING EXAM WINDOWS AND APPLICATION WINDOW	
Application Window (Applicant must submit application online no later than this date)	Exam Window
November 1, 2017- January 31, 2018	March (dates TBD)

Recertification Process

Failure to recertify will result in the expiration of your credential status. Should you fail to recertify your CDMS, you will be required to re-apply, meet all current standards and criteria, and achieve a passing score on the certification exam.

Name and/or Contact Changes

IT IS YOUR RESPONSIBILITY to notify the CDMS office of any change in name, email and/or mailing address. In the event of a change in your name or address including email address, please log in to your account on the website at www.CDMS.org. Click the “My Account” button in the upper right-hand corner and enter your username and password to access your personal account. When you have successfully logged in, the button that previously said ‘Login’ will now say ‘Logout.’ To make updates to your contact information, click on ‘Update my profile’. You will have the option to ‘Edit’ your information. Once complete, hit ‘Save’ after you modify.

We appreciate your efforts to keep our mailing list current and allowing us to keep you up to date regarding news of the Commission and other matters of interest.

COMPLETING THE ONLINE APPLICATION

An online recertification application is available at www.CDMS.org. You may access the CDMS Dashboard by clicking on “My Account” and logging in.

If you earned your CDMS or completed the recertification cycle in 2012, you are due to recertify by December 31, 2017. To complete the recertification process, follow these steps:

The online renewal system is activated approximately 3 months before the renewal date of December 31 and is best viewed in current versions of Mozilla Firefox and Google Chrome.

Option 1 – Continuing Education

Continuing education hours must fall within the four Domains/Focus Areas and include documentation of 80 clock hours, of which 4 are in Ethics. **ALL**



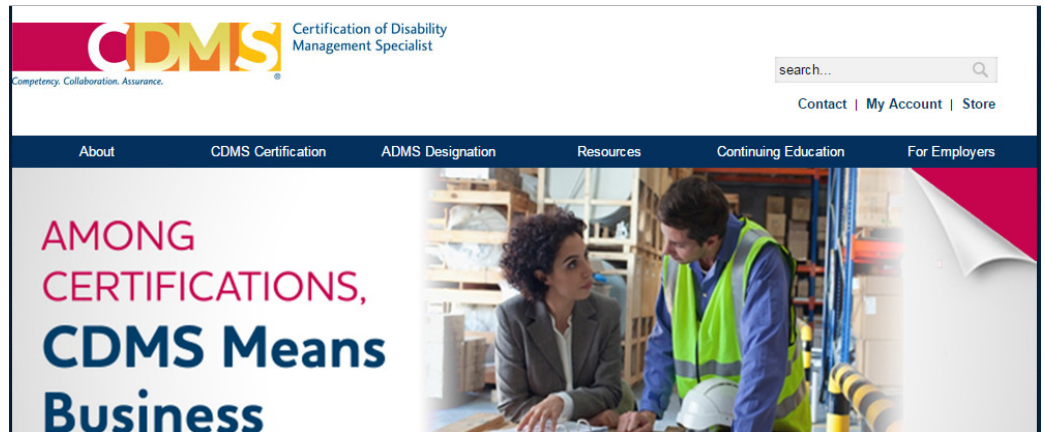
Continuing Education credit must be earned and documented by the year you are due to recertify.

Do not mail, fax or email your CE verification forms to CDMS. They will be sent back to you.

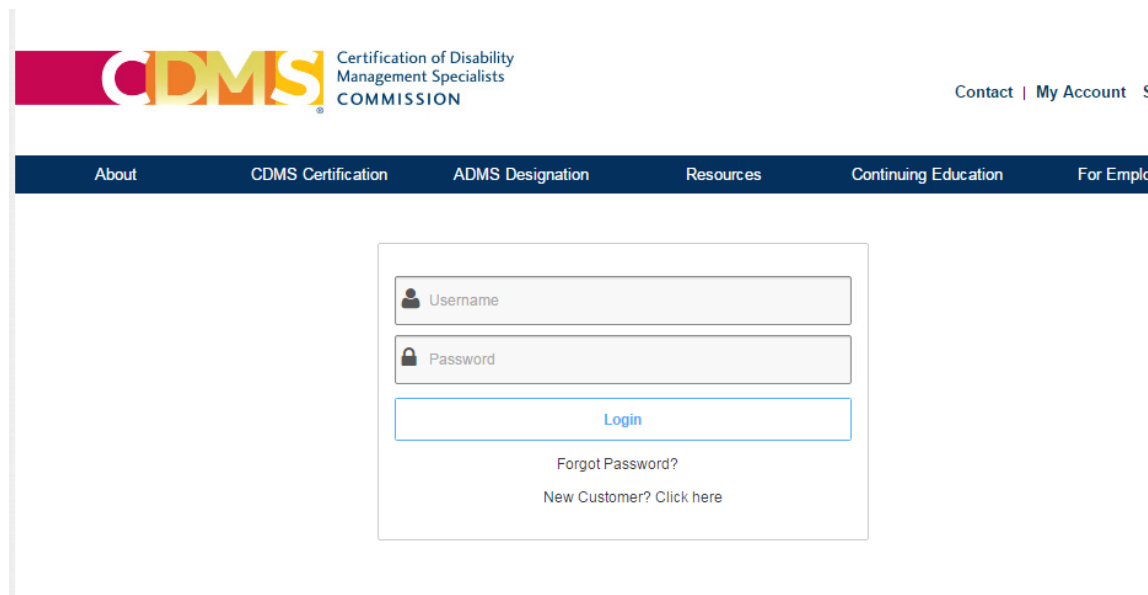
If you choose to recertify by uploading your continuing education, please follow the following steps:

Step 1:

1. Visit www.CDMS.org and click “My Account”.



2. Log in using your login credentials

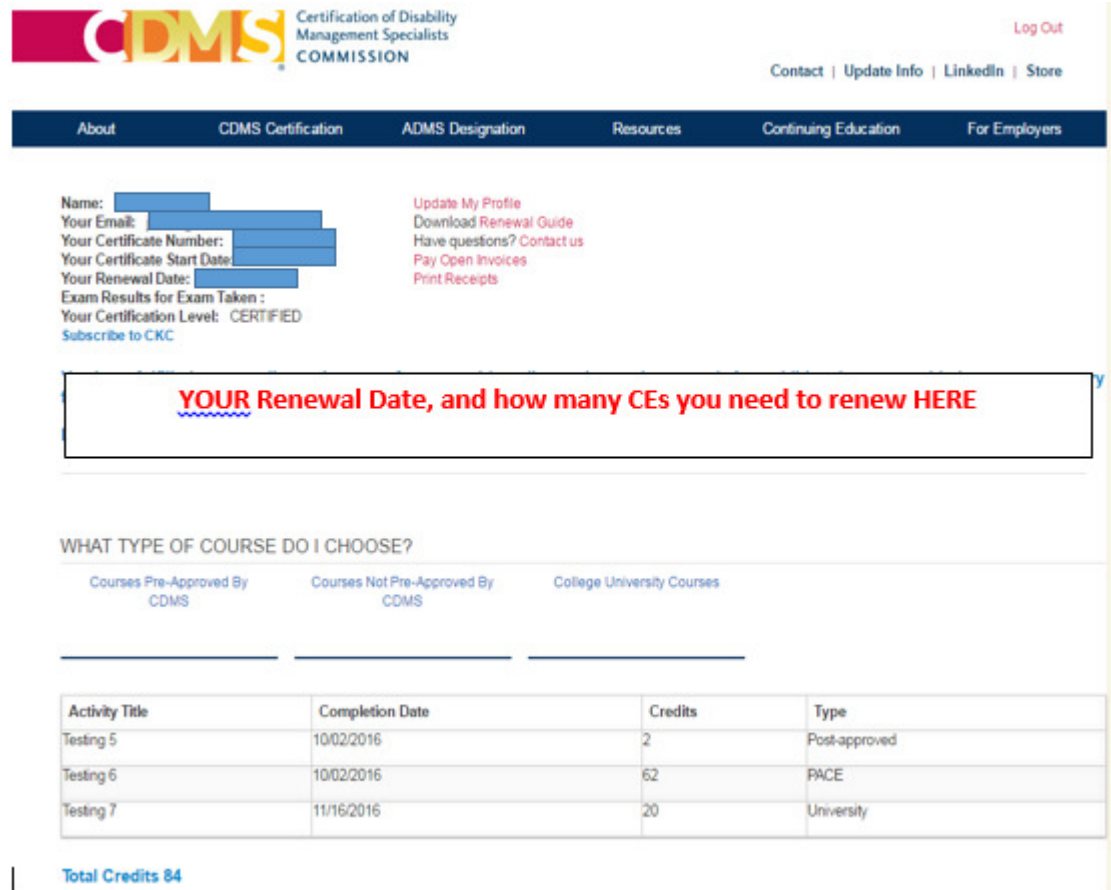




3. Once logged in, choose "My CDMS Dashboard".



4. This is a sample CDMS Dashboard.



5. Adding your CEs into your CDMS Dashboard

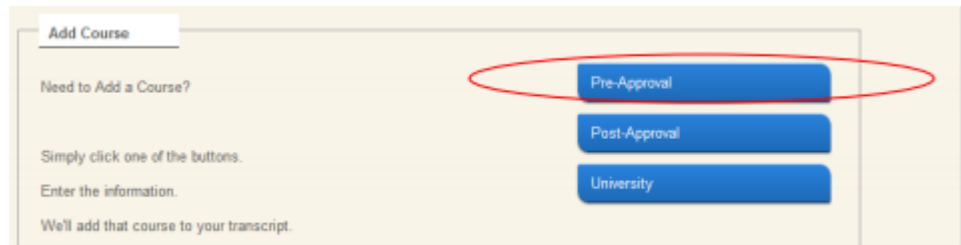
Pre-Approved Continuing Education

The CDMS has a process for sponsors of workshops, seminars, and courses to obtain pre-approval for their training programs.

If a sponsor has received pre-approval for a program you wish to attend, you will have a place in the online recertification application to note this.

To verify that a program you wish to attend has obtained pre-approval, you must contact the program sponsor directly. The CDMS Commission does not publish lists of pre-approved continuing education.

To add a pre approved course:



The screenshot shows a web form titled "Add Course". On the right side of the form, there are three blue buttons stacked vertically: "Pre-Approval", "Post-Approval", and "University". The "Pre-Approval" button is circled in red. On the left side of the form, there is instructional text: "Need to Add a Course?", "Simply click one of the buttons.", "Enter the information.", and "We'll add that course to your transcript."

Any pre-approved courses you previously uploaded into your transcript before the data transition will show in your transcript now.

To upload a pre-approved course, click on the "Pre-Approval" button at the bottom of your transcript page and enter the data requested, as shown in the below screen grab:

- Activity code (found on your certificate of completion). If your certificate does not have one, enter the Approval number- Approval number (found on your certificate of completion).
- Date of class (in mm/dd/yyyy format)
- Title of class
- Credits

Activity Code:

Approval Number:*

Date of Class (mm/dd/yyyy):*

Make sure you are entering the dates of your courses in the proper format. Example: 01/03/2014

Title of Class:*

Credits:*

Provider:

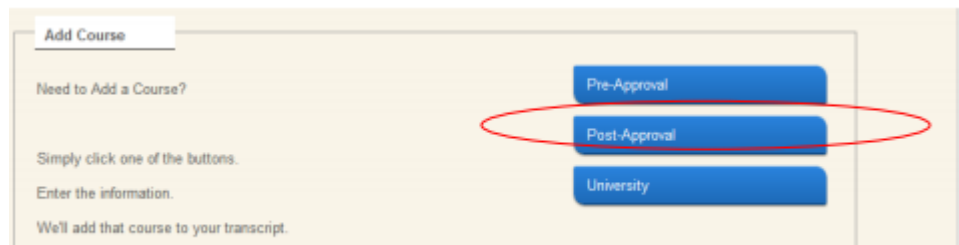
Add this Course. I have the Certificate of Completion

To add a post approved course:

Continuing Education NOT Pre-approved - Post-Approval

The CDMS will accept continuing education activities for individuals that have not been pre-approved by CDMS.

Such activities may include but are not limited to workshops, seminars, university courses, and similar activities, as long as the subject matter falls into one of the domains.



After logging into your dashboard, upload post approved courses by clicking on the "Post Approval" button at the bottom of your transcript page and enter the data requested, as shown in the below screen grab:

- Program title
- Location
- Clock hours requested
- Program date (in mm/dd/yyyy format)



- The category the course that most accurately describes the activity that you completed (Home study/internet, multi-day conference, seminar/workshop)
- The primary focus area that describes the content of your CE activity
- Description of how the activity relates to the domain focus

Program Title:*

Provider:*

Clock Hours Requested:*

Program Date (mm/dd/yyyy):*

Make sure you are entering the dates of your courses in the proper format. Example: 01/03/2014

Select the category that most accurately describes the activity that you completed:*

Indicate the primary focus area that describes the content of your CE activity:*

Describe how your CE activity relates to your domain focus

Add Course. I have the Certificate of Completion

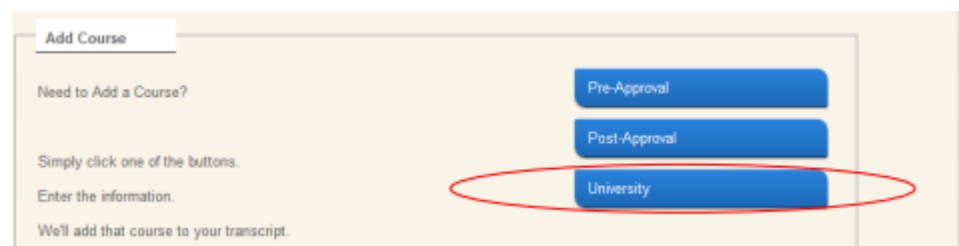
To add a University/College course:

CDMS will review university or college courses for approval. Credits are awarded as follows:

One academic credit per semester = 15 CEs.

One academic credit per quarter semester = 10 CEs.

When entering the credits awarded, your dashboard will adjust to reflect the correct amount of CEs.





After logging into your dashboard, upload university/college courses by clicking on “University” at the bottom of your transcript page and enter the data requested, as shown below in the screen grab:

Course Name:*

Start Date (mm/dd/yyyy):*

Make sure you are entering the dates of your courses in the proper format. Example: 01/03/2014

End Date (mm/dd/yyyy):*

Course Duration:*
Please Select ▼

Credits Earned:*
1 ▼

Indicate the primary focus area that describes the content of your CE activity:*
Please Select ▼

Describe how your CE activity relates to your domain focus:

Add Course. I have the Certificate of Completion

- Course Name
- Start Date (in mm/dd/yyyy format)
- End date (in mm/dd/yyyy format)
- Course duration (Quarter hour, semester hour)
- Credits earned
- The primary focus area that describes the content of your CE activity
- Description of how the activity relates to the domain focus chosen above

When you click on “Add this Course, I have the certificate of completion” it will be added to your transcript automatically. You cannot delete a course from your transcript once it has been uploaded.

All 80 CEs must be obtained during the CDMS current 5-year renewal period and must fall within the focus areas described in this guide. Duplicate courses



will not be accepted. Additional CEs uploaded to your transcript will NOT be carried over into your next renewal cycle.

CDMS strongly encourages all certificants submit CEs into their online transcript as they are earned.

Documentation of continuing education MUST be kept for ONE YEAR PAST the “valid through” date on your CDMS Certificate. In the event a CDMS certificant is selected for a random audit of transcripts, this documentation will be requested. Copies of continuing education documentation (except for transcripts and/or grade reports) should be used as they will not be returned.

- Once a minimum of 80 CEs have been entered, and it’s within 3 months of your renewal date, the “Submit Renewal” button on the bottom of your transcript will be activated. This will lead you to the renewal application, which must be completed, and a copy of the CDMS current and unrestricted license or certification must be uploaded or if applying with your degree, please download the [degree attestation form](#).

After Submitting Renewal Application

When you submit your renewal, you’ll see you’re my CDMS Dashboard account will show your renewal application is in “Ready to Review” status. This means, your application has been submitted and is in queue to be reviewed. You will be contacted directly if CDMS needs anything else to review your application. Renewal applications are reviewed on a rolling basis. You can expect to be notified via email and via CDMS Dashboard when your renewal has processed, please check your CDMS Dashboard account often for updates.

Option 2 – Re-examination

- If you would like to Recertify through re-examination, please contact the CDMS Commission at 1-844-681-8156. You must re-exam in the window before your certification expires.

Certification Expiration Date	December 31	September 30	March 31
Renewal Application window opens	October 1	July 1	January 1
Renewal Application window closes	December 31	September 30	March 31
Approval/Denial Notification	January 31	October 31	April 30



Completing the CDMS Recertification Application indicates acknowledgement that the information provided by the applicant is accurate. If the CDMS subsequently learns that a certificant was granted or recertified on the basis of false, misleading or inaccurate information, it has the right to revoke or suspend that certification.

Note: Information submitted as part of the application, certification and recertification processes becomes the property of CDMS and will not be released to outside parties unless authorized by the applicant/certificant or unless required by law. Individual pass/fail reports are released only to the candidate, not to any other institution or employer. For research and statistical purposes only, data resulting from the certification process may be used in an anonymous/unidentifiable manner.

APPLICATION AUDITS

Each year the CDMS randomly selects 10% of applications to be audited. If your application is selected for audit you will be requested to send the documentation for all listed CE activities, within 21 days of notice of your audit. Be prepared to submit a photocopy of each of your CE certificates and written documentation of other activities (e.g., table of contents of journal showing you as author of an article; school transcript, etc.). If a CE program you attended does not meet the definition of an approved program, submit a copy of the behavioral objectives and an outline of the content (e.g., a program brochure) in addition to a copy of the CE certificate.

Documentation Required of Continuing Education Activities if selected for Audit

Type of Training	Clock Hours Awarded	Proof of Attendance or Completion <i>(Copies of proof of attendance must be accompanied as well)</i>
Attendance of conferences, workshops, seminars, in-service training programs and distance learning courses	1 hour for each hour of training	Program agenda and certificate of attendance/completion. OR A letter from the sponsor stating you have completed the program, the dates of completion and the number of clock hours attended.
Attendance of college/university courses	15 hours for 1 semester credit OR 10 hours for 1 quarter credit	Original transcript or original grade report that documents credit earned. <i>Photocopies of transcripts and internet verifications are not acceptable.</i>
Authorship/Co-authorship of published articles	15	Copy of the article developed. OR The internet citation for the article.



		<i>Information submitted must reflect date of publication.</i>
Authorship/Co-authorship of published book chapter	15	Copy of the book chapter developed. OR A copy of the cover, title page and table of contents from the book where the chapter appears. <i>Information submitted must reflect your name as the author/co-author and date of publication.</i>
Authorship/Co-authorship of published book	40	Copy of the book developed. OR A copy of the cover, title page and table of contents from the book. <i>Information submitted must reflect your name as the author/co-author and date of publication.</i>
Computer applications and technology	1 hour for each hour of training	Certificate of attendance or completion. OR A letter from the sponsor stating you have completed the program, the dates of completion and the number of clock hours attended.
Development of Legislation or Regulations	1 hour for each hour of service	Documentation of appointment to committee and information developed in relation to legislation or regulation.
Development of professional presentations OR Development of In-service training programs	2 hours for each hour of training	Outline of the training program or presentation AND a program agenda listing you as presenter which states the length and date of the program or presentation. OR A letter from the supervisor or training director stating you are the developer which includes the length and date of the program or presentation. <i>Credit is given on a one-time-only basis for the learning experience, which is the research and development of the program or presentation, not for the presentation itself.</i>



Editorial review of disability management publication	15	Copy of page from publication listing you as editor. Must reflect date and title of the publication.
Research/Independent study	40	Copy of qualitative and/or quantitative research, including a list of source materials.
Service to professional disability management or health and productivity organization	1 hour for each hour of service provided to the organization	Letter from the president/director of organization documenting services performed, the number of hours served and the dates of service.

NOTE: The CDMS reserves the right to request additional information to determine compliance with the documentation requirements outlined above for all continuing education.

The Plan

The CDMS is committed to facilitating the professional development of its certified practitioners. It has instituted a plan to provide certificants with the flexibility to create a more personal experience for self-development. To ensure that CDMS certificants maintain their knowledge, skills and abilities in the field, the CDMS requires that continuing education hours be taken in the focus areas that are found on the certification examination and which are continually validated through ongoing role and function studies.

The Process

To renew your certification through continuing education, a minimum of 80 clock hours of approved continuing education must be earned and completed within the five-year interval ending on December 31, 2017. This would include a minimum of 30 hours in the focus areas shown in this guide, a minimum of 4 hours in ethics, and a maximum of 40 hours in the area of professional development. Professional development (see page 9) is an option, not a requirement. You must also:

1. Complete the recertification application by the designated deadline of your certification.
2. If selected for audit, provide paperwork to validate all continuing education activities listed on your recertification application. Your total clock hours must be at least 80 for the five-year interval.
3. Ensure that the 80 hours of continuing education activities you wish to use for recertification fall within the focus areas described in this guide.

Criteria for Appropriate Continuing Education

To qualify for approval of continuing education, a program must meet the following criteria:



- Continuing education must be above and beyond your normal job duties.
- It must be at least one hour in duration. One clock hour of continuing education is equivalent to 60 minutes of instruction or participation. Clock hour credit is not given for opening/closing remarks, social hours, coffee breaks or meals during which instruction is not provided. The CDMS Commission reserves the right to determine the clock hours to be awarded.
- It must be held in an accessible, barrier-free location so that no one with a disability is excluded from participation. (Reference: Section 504, Rehabilitation Act of 1973, as amended.)
- It must include an evaluation by the participants to assess its effectiveness.
- The purpose of the program must be clearly defined in terms of its objectives or expected outcomes.
- It must increase the participant's knowledge or skill regarding the practice of disability management in one or more of the focus areas listed in this guide.

Please refer to the following categories when developing your personalized plan for maintaining your knowledge, skills and abilities through continuing education.

Domains I-IV

The continuing education needed to maintain CDMS® status must fall within the following focus areas:

I. Disability and Work Interruption Case Management

Disability and Work Interruption Case Management involves ethical performance of necessary activities pertaining to an individual's illness or injury to ensure quality of care, recovery and cost effectiveness. This entails planning, managing and advocating for that individual's return to meaningful work, a process that includes coordination of benefits and services and implementation of return-to-work plans.

Possible coursework topics under this area may cover how to:

- Perform individual case analyses and benefits assessments
- Review disability case management interventions
- Promote collaboration among stakeholders
- Perform worksite/job analyses
- Develop return-to-work and work retention plans
- Implement interventions
- Coordinate benefits, services and community resources
- Monitor case progress
- Communicate in compliance with practice standards and regulations
- Develop solutions that optimize health and employment
- Communicate benefits and employment policies

II. Workplace Intervention for Disability Prevention

Workplace Intervention for Disability Prevention involves joint

labor/management collaboration in the identification of workplace safety and risk factors. It also covers the recommendation and implementation of prevention, health and wellness-intervention practices and strategies, such as ergonomics, job analyses and return-to-work programs.

Possible coursework topics under this area may cover how to:

- Implement disability prevention practices
- Develop a transitional work program
- Develop a process for worksite modification, job accommodations or task reassignment
- Recommend strategies to address ergonomic, safety and risk factors
- Recommend strategies that integrate benefits plan designs and related services
- Promote health and wellness interventions

III. Program Development, Management and Evaluation

Program Development, Management and Evaluation include identification of, need for and implementation of comprehensive disability management programs utilizing best practices and metrics.

Possible coursework topics under this area may cover how to:

- Establish program goals
- Design the program
- Design a financial plan
- Develop staff
- Select metrics for evaluating the program
- Implement cross-functional processes
- Offering education and training
- Manage program's operational and financial performance
- Integrate data from all relevant sources
- Procure internal and external services
- Manage service providers

IV. Employment Leaves and Benefits Administration

Employment Leaves and Benefits Administration includes management of employment leaves, health and welfare plans, payroll and systems management and other risks associated with work interruption.

Possible coursework topics under this area may cover how to:

- Manage employment leaves
- Administer health and welfare plans
- Manage payroll and system data
- Identify risks associated with interruptions and leaves



Focus Areas

Ethics – Possible coursework topics under this area may include:

- Ethical Practice in Disability Case Management
- Ethical Practice in Disability Prevention and Workplace Intervention
- Ethical Practice in Program Development, Management and Evaluation

Professional Development Areas:

Professional development is an option, not a requirement. If you elect to participate in these activities, a maximum of **40** hours are allowed within the five-year period of certification. Professional development encompasses those activities intended to enhance a certified individual's overall abilities with respect to his or her professional skills and the delivery of services to individuals with disabilities. This includes but is not necessarily limited to authorship or article, published books, or chapters in published books; computer applications and technology; development of in-service training programs; legislation; professional presentations or demonstrations of services to a professional organization serving the field of disability management or health and productivity.

Process for Submitting Continuing Education Hours

For those of you with a certification expiration date of December 31, 2017, we will begin to accept renewal applications on October 1, 2017. All CEs that you have previously entered have been transferred into the upgraded system. If you have questions about the CEs you previously entered, please contact CDMS Client Services at 1-844-681-8156 or info@cdms.org.

Keep copies of all your documentation. If documentation of continuing education is submitted to the CDMS office, it will not be returned.

Extensions

CDMS will no longer be offering extensions. The deadline to recertify is December 31, 2016.

Appeals

The Process

The CDMS appeal process is available to any certificant who feels that the Commission inaccurately, inconsistently or unfairly applied the criteria for recertification.

Prior to an Appeal – Executive Committee Review

The Executive Committee has the responsibility to clarify existing recertification criteria and make periodic recommendations to the Commission regarding revisions or additions. The goal of such recommendations is to ensure that the standards used



are appropriate when viewed in the context of the demands being placed upon disability management practitioners.

Recertification issues reviewed by this committee will include any that raise questions regarding the acceptability of the certificant's recertification application or continuing education submissions.

Certificants who have been denied recertification will receive an explanation of the Executive Committee's decision and a notice of their right to appeal.

Right to Appeal

The appeals process is designed to provide:

- Due process
- Complete review of the facts at issue
- A second, independent evaluation of the material presented to document the certificant's eligibility for certification renewal.
- Fair, consistent application of the criteria for certification renewal

Requesting an Appeal

At the time a certificant is informed that continuing education or certification renewal documentation submitted has been denied by the Executive Committee, this individual will also receive information about his or her right to appeal, as well as the procedures, instructions and time schedules for making such appeals.

A certificant who chooses to exercise this right will have his or her continuing education/certification recertification file presented to the Appeals Committee along with any other supporting documentation that was reviewed by the Executive Committee. The appeal process will only be heard on the basis of the existing record.

All decisions rendered by the Appeals Committee are final.

Retirement Designation

CDMS Certified Disability Management Specialists who are retiring from active practice may choose the retirement designation, which changes the CDMS certification to an honorary designation. CDMS/Retired status enables the individual to stay on CDMS's email list to receive updates from the field of disability management. Please see the fee schedule at the end of this guide for current retirement status fees.

If an individual's retirement status changes and he or she wishes to regain use of the CDMS certification, he or she would need to meet the criteria in effect at the time of renewal including, earning all Continuing Education credits and Ethics requirements, in addition to paying the renewal fee at the time of reinstatement or re-take the exam.

If an individual believes that he or she may provide consulting or other services in the future using their CCM certification, he or she should NOT select the retirement



designation, but should continue to maintain the CCM certification. For those CDMS-Rs that decide to reinstate their CDMS as outlined above, your effective certification start and dates will be as follows:

Reinstatement Month	Start Date	End Date
April - July	Date of Reinstatement	September 30
August - November	Date of Reinstatement	December 31
December - March	Date of Reinstatement	March 31

Retirement status is good for five years. At the end of the five-year cycle those that have chosen the retirement designation have the option to renew as a “retired CDMS” or renew as a “CDMS” per the guidelines listed above.

Retirement Fee: \$100/Five Years

Certification Verification

The CDMS receives and responds to requests for information about the certification status of those holding its credential. Certification verification can be verified through the Client Service Associate. Please call 844-681-8156.

Fees

All fees are subject to change and are non-refundable. Payment may be made in the form of a check, money order or VISA/MasterCard charge.

Recertification through Continuing Education \$300

This fee must be submitted in full with your recertification application.

Recertification through Re-Examination \$485

This fee includes both a recertification and an examination charge. It must be remitted on the CDMS Recertification Application.

Related Fees (Add all that apply)

Retirement Designation **\$100**

Replacement Certificate (except at recertification) **\$25**

Remittance by Check **\$25**

(Checks should be made payable to the CDMS Commission)

A handling fee of \$35 will be assessed for any check returned for insufficient funds.

Frequently Asked Questions (FAQs)

The CDMS office receives many inquiries about continuing education and recertification. Included are some of the more common questions that certificants ask.



How often must I recertify my CDMS?

Once an individual has been granted certification, that individual's certification is valid for five years. The valid-through date is printed on the certificate. Under the CDMS Commission's guidelines, a certificant must renew his or her certification every five years following the initial credentialing period.

How do I recertify?

The CDMS offers two options for recertification:

1. Documenting 80 clock hours of approved continuing education **accumulated during the period of the current certification**, of which 4 clock hours must be in ethics; or
2. Re-taking the certification examination and achieving a passing score.

If I acquire more than 80 clock hours in a five-year period, may I apply the excess to the next recertification cycle?

No, since continuing education is intended to keep certificants current with emerging trends and technologies, it is applicable only for the current certification cycle.

What constitutes approved continuing education?

Any continuing education activities that a certificant wishes to use toward the renewal of his or her certification must fall into one of the prescribed focus areas (domains) listed in the recertification handbook, and must be above and beyond normal job duties.

May I submit my continuing education to CDMS Headquarters to enter?

No. CDMS will no longer be responsible for inputting your continuing education. You must track your own CEs in the online recertification application. You have access to this application throughout the entire 5-year cycle; therefore, you may enter your own information. This will help you keep track of how much approved continuing education you already have on file and how many hours are still needed prior to the valid-through date of your current certification.

How will I know if a workshop, seminar, conference, in-service training, webinar or webcast I attend qualifies as pre-approved continuing education?

Many organizations seek approval of their workshops, seminars, conferences, in-service trainings, webinars, or webcasts from the CDMS. Such approval is given in advance of the activity. Ask the sponsor if the activity you are considering has received prior approval for continuing education credit from the CDMS Commission. When you complete the activity, the sponsor will provide you with a verification form that reflects the CDMS Commission approval number.

What if the workshop, seminar, conference, in-service training, webinar or webcast is not pre-approved by CDMS? (Previously known as Post-Approval)?

Previously, the CDMS charged \$15 in order to review the courses that had not been



pre-approved by CDMS. CDMS is no longer charging this fee. We will still accept courses that are not pre-approved. You will simply just need to enter the information into the recertification portal. In the event that you are audited, you will need to submit verification of attendance certificates as well as course outlines to ensure that they meet the domains listed in the recertification handbook.

How often should I report my continuing education activities?

You can report your continuing education activities in the CDMS Dashboard as you complete them, monthly, or once a year. However, you are required to document the full 80 clock hours every five years at the time you apply for recertification. The CDMS recommends that you report your activities at least once a year to ensure that you have sufficient credit to qualify for recertification.

How do organizations get pre-approval for their continuing education activities?

Any organization that wishes to have its continuing education activities pre-approved by the CDMS should request an application form from the CDMS office, or visit our web site at www.CDMS.org and click on [Continuing Education/For Providers](#). The form includes information on the criteria that must be met for the program to qualify.

If I submit my original certificates of attendance, will I get them back?

CDMS does not accept copies of your certificates. Please keep those for your records.