



CCCTM Certification Renewal Guide

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Congratulations on your commitment to certification in care coordination and transition management. This guide will assist you in recertifying your Certified in Care Coordination and Transition Management (CCCTM®) certification through our certification renewal process.

CONTACT HOURS TRACKER

The Contact Hours Tracker offers you the online convenience of taking charge of your certification renewal plan.

When you choose to recertify by continuing education, the Contact Hours Tracker is your online resource for planning, tracking, and applying for certification renewal.

Use the Tracker to enter and track contact hours, store your employment information, review the verification status of self-reported contact hours, and apply for CCCTM certification renewal.

The CCCTM Tracker is a simple tool that shows your certification information, how close you are to recertifying, and the contact hours counting toward your certification renewal. You can also print your certification wallet card right from your Tracker.

RENEWAL BY CONTINUING EDUCATION

The CCCTM credential is valid for a period of 5 years. Certification renewal is required to maintain the CCCTM credential through the Medical-Surgical Nursing Certification Board (MSNCB™).

To recertify by continuing education, first you must meet specific eligibility requirements (see eligibility criteria on page 2), comply with any application deadlines, and pay the appropriate certification renewal fee. Self-report contact hours, update employer information, and apply online through your Contact Hours Tracker at amsn.org.

Your application deadline date is 30 days prior to your certification expiration date.

ELIGIBILITY CRITERIA

1. Hold a current CCCTM nursing certification.

AND

2. Hold an unencumbered and current license as a registered nurse (RN) in the US or its territories.

AND

3. Have accrued a minimum of 1,000 hours of practice in a care coordination and transition management setting in the last 5 years. Practice may include clinical, management, or education.

RN students in a nursing baccalaureate, master's, or doctoral degree program can waive the employment requirement by submitting documentation signed by a school official verifying full-time status and matriculation. This documentation must be submitted along with the application for certification renewal. Academic courses must be biopsychosocial content and must be offered by an accredited educational institution.

AND

4. Have earned 90 approved contact hours over the last five years, 68 must be care coordination and transition management related. The remainder of the contact hours may be professional development.

CNE education programs must be presented by an individual, state, or national organization accredited as a provider of continuing nursing education.

For initial certification renewal, contact hours earned as of January 1 of the first year of initial certification are acceptable. For all following certifications, contact hours within the current certification period may be submitted. Contact hour entries may be used in one certification renewal period only.

MSNCB shall not discriminate against any certification candidate on the basis of age, sex, race, religion, national origin, ethnicity, disability, marital status, sexual orientation, or gender identity. MSNCB shall not publish materials with discriminatory content, graphics or language that may be offensive to population.

APPLICATION INSTRUCTIONS

When your 90 contact hours have been entered and verified, you've entered the required employment information, and you are within the application time frame, the online application and payment screen can be accessed from your Tracker at amsn.org/certification.

Certification Renewal Application Deadlines

You are eligible for CCCTM certification renewal starting one year prior to and up to one year after your current certification expiration date.

If your certification expires, you have a one year grace period in which to recertify (with a late fee). The CCCTM credential cannot be used with an expired certification.

Your application deadline date is 30 days prior to your certification expiration date.

Allow up to 10 business days for self-reported contact hours to be reviewed and verified. After all required CHs are verified, submit your application no later than 30 days prior to your certification expiration date to avoid a late fee.

CERTIFICATION RENEWAL FEES

Prices are subject to change. It is the applicant's professional responsibility to have the most current information which can be found at msncb.org.

Application Fees

These fees include a non-refundable administrative fee of \$75.

\$275	Regular
\$175	AMSN member

Prices subject to change without notice.

Membership Discount

To receive the member discount, membership must be active at the time of application.

If you are joining AMSN at the same time as applying for certification renewal:

First join AMSN at amsn.org *before* completing the certification renewal application.

Late Application Fee (non-refundable) - \$75

Applications and fees are due at least 30 days prior to your certification expiration.

Applications submitted after the application deadline will incur a \$75 late fee in addition to the application fee.

Returned Check Fee - \$30

An applicant whose personal check is returned for insufficient funds is required to pay this fee. Remittance of fees thereafter must be made by money order, certified check, or credit card.

AUDIT

Random audits of applications are conducted to ensure candidates are eligible for certification renewal. Candidates selected for random audit will be notified by email or letter requesting copies of contact hour certificates, supervisor verification letter, and any additional information by a deadline date. Failure to provide this information by the deadline date will delay your certification renewal and could result in your certification renewal being denied. Retain all contact hour certificates in your personal files in the event of an audit.

APPROVAL

If the CCCTM credential is granted, the applicant will receive a wall certificate and a lapel pin with number of years credentialed as a CCCTM. Allow one week from time of approval for mailing. The certification wallet card can be printed online through the Contact Hours Tracker.

DENIAL AND REVOCATION OF CERTIFICATION

The occurrence of any of the following actions will result in the denial, suspension or revocation of certification by the Medical-Surgical Nursing Certification Board:

1. Failure to meet certification or certification renewal criteria.
2. Any restrictions to professional RN license, such as revocation, suspension, probation, or other sanctions by a nursing authority.
3. Failure to pay any appropriate and required fees.
4. Failure to supply requested material by deadline.
5. Falsification of information on the MSNCB examination/certification renewal applications or supporting documentation.
6. Cheating on the certification examination.
7. Misrepresentation of certification status.

A letter of notification will be sent to the certificant/candidate by traceable, secure mail (i.e. UPS or FedEx). A copy of the letter may be sent to his/her employer or state board of nursing.

RIGHT OF APPEAL

A candidate who has been denied based on eligibility, or had their certification suspended or revoked has the right of appeal. This appeal request must be submitted in writing to the President of the Medical-Surgical Nursing Certification Board within thirty (30) days of notification of their denial, suspension, or revocation or the right to appeal shall be considered forfeited. The appeal request should state the specific reasons for the appeal and adequate documentation should be provided to support the appeal.

MSNCB shall appoint an Appeals Task Force of CMSRNs who will review blinded copies of materials sent by applicant/certificant for review. The final decision of the Appeals Task Force will be communicated in writing by the chair to the candidate and to MSNCB within one (1) month of the start of the review process. All decisions of the Appeals Task Force will be final.

CONTINUING EDUCATION CONTACT HOURS

Ninety (90) contact hours (CHs) are required for certification renewal by continuing education. Of these, at least 68 CHs must be care coordination and/or transition management specific.

Care Coordination and/or Transition Management Contact Hours:

These hours include content related to direct patient care in a care coordination and/or transition management setting. If the content of the activity is included in the CCCTM exam blueprint, then the contact hours will be considered care coordination and/or transition management. A minimum of 68 contact hours in this category is required; however, it is permissible to have all 90 care coordination and/or transition management contact hours with no professional development.

Professional Development and Other Health Related Contact Hours:

Professional development and health related topic contact hours are defined as: Contact hours include the broad area of health care, general nursing, and professional development. Examples include leadership, delegation, documentation, or compassion fatigue. A maximum of 22 contact hours in this category is permitted.

Contact Hours Awarded:

Contact hours will be given according to the number awarded. Contact hours earned from January 1 of the first year of initial certification may be submitted for initial certification renewal. For all following certifications, contact hours within the current certification period may be submitted.

CONTACT HOUR REPORTING

Here are some helpful tips and reminders for earning and reporting contact hours.

- Earn your contact hours continuously throughout your five-year certification period.
- Enter the contact hours in your Contact Hours Tracker as you earn them.
- Self-reported contact hours are manually verified. Allow up to 10 business days for your Tracker to be updated.
- **Your application deadline date is 30 days prior to your certification expiration date.**
Applications submitted after the application deadline will incur a \$75 late fee in addition to the application fee.

When reporting preceptor/mentor hours, you must submit the Preceptor/Mentor Verification Form found on the MSNCB website for the hours to be considered.

If reporting academic courses, you must submit a copy of your unofficial transcript before your contact hours will be verified. You may mail, fax, or email these forms to the National Office. Do not send certificates with your renewal. Copies of certificates are required only if audited.

ACCEPTABLE CONTACT HOUR ACTIVITIES

Continuing Nursing Education (CNE) Activities

1. Continuing Nursing Education (CNE) Activities

CNE contact hour activities provide a contact hour certificate. Activities include journal articles, courses, workshops, and independent study.

- Contact hours in this category may be counted toward CCTM practice or professional development, depending on the content.
- Education programs must be presented by an individual, state, or national organization accredited as a provider of continuing nursing education.
- ACLS course work is accepted.
- BLS course work **is not** accepted, as it is typically required for registered nurses.
- Contact hours earned at an education convention or seminar with multiple sessions may be listed as a total amount for the entire convention or seminar. MSNCB reserves the right to request additional information on convention or seminar content or objectives.
- Continuing Medical Education (CME) credits are acceptable when the content is also applicable to CCTM nursing. If audited, course outline and/or objectives must be submitted.
 - One CME = 1 CH, with a maximum of 45 CH per certification renewal period.

ACCEPTABLE CONTACT HOUR ACTIVITIES

non-Continuing Nursing Education (non-CNE) Activities

2. Preceptorship/Mentoring

Preceptors/Mentors must provide clinical supervision to baccalaureate, masters or doctoral degree students and/or newly hired nurses.

- Contact hours in this category may be counted toward CCTM practice.
- The Preceptor/Mentor Verification form, found at msncb.org, must be completed and submitted for the contact hours to be included.
- 30 hours as a CCTM focused preceptor/mentor = 5 CH, with a maximum of 20 CH per certification renewal period.

3. Academic Courses

A registered nurse enrolled in an accredited baccalaureate, masters, or doctoral degree program may receive CH credit for academic course work related to nursing.

- Contact hours in this category may be counted toward CCTM practice or professional development, depending on the content.
- General education courses may not be used.
- A copy of a transcript must be submitted for the contact hours to be considered. In the event of an audit, an official transcript must be provided.
- One academic hour = 15 CH, with a maximum of 75 CH allowed per certification renewal period

4. Presentations

This category includes the preparation and presentation of content for academic courses and CNE programs.

- Contact hours in this category may be counted toward CCTM practice or professional development, depending on the content.
- Presentations must be awarded academic credit or contact hours. Contact hours must be awarded by an accredited or approved provider of continuing nursing education.
- Each course applies one time only in the certification renewal period regardless of how many times the course is taught.
- One hour of presentation = 3 CH, with a maximum of 45 CH per certification renewal period.
 - E.g. a college level CCTM course of 12 one-hour class sessions is presented during a semester for a 3-credit course. The educator may claim 36 CH. (12 X 3 = 36 CH)
 - E.g. an RN presents a 2-hour CNE class one time only within the healthcare system. The RN may claim 6 CH (2 x 3 = 6 CH)

5. Professional Publications

The format must be a manuscript, research paper, book, or book chapter and must be published by a recognized publisher or professional journal.

- Contact hours in this category may be counted toward CCTM practice or professional development, depending on the content
- A maximum of 25 CH per certification renewal period is allowed for this category.
 - Authors, co-authors or editors of a book earn 25 CH.
 - Authors or co-authors of a book chapter earn 10 CH.
 - Authors or co-authors of a published article earn 5 CH.
- If audited, the following materials must be submitted for consideration: title of publication; name of publication; if book chapter or article; publisher; date; objectives; and bibliography.

6. Conference Poster Presentations

The poster must be relevant to CCTM nursing practice, and presented at a regional or national meeting.

- Contact hours in this category may be counted toward CCTM practice or professional development, depending on content.
- If audited, proof of poster development and presentation must be provided (e.g., meeting syllabus).
- Each poster will be counted only once during the certification renewal period, regardless of how many times the poster is presented.
- One poster = 5 CH, with a maximum of 20 CH per certification renewal period.

7. Multimedia Program Development

This category includes the development of program content and script for electronic media.

- Contact hours in this category may be counted toward CCTM practice or professional development, depending on content.
- The program must be awarded contact hours.
- The production of one 60-minute program = 5 CH, with a maximum of 20 CH per certification renewal period.
- If audited, the following materials must be submitted for consideration: media type; objectives; script or program outline; and bibliography.

8. Research and Evidence-Based Practice Projects

This category includes research projects that have been approved by the Investigational Review Board (IRB) in your facility in which you are clearly identified as being one of the primary investigators.

This category also includes evidence-based practice projects that have been given exempt status by the IRB or have been implemented in your facility and are reflected in its policies, procedures or clinical guidelines. You must be clearly identified as being one of the primary champions in the development, implementation and evaluation of the project.

- Contact hours in this category may be counted toward CCTM practice or professional development.
- A copy of the research proposal submitted to your facility's IRB or the evidence-based practice project must be included.
- One research project = 30 CH, with a maximum of 30 CH per certification renewal period.
- One evidence-based practice project = 15 CH, with a maximum of 15 CH per certification period.

9. Member of a National Nursing Organization Board or National Committee Chair

- Contact hours in this category may be counted toward professional development.
- One hour of participation = 1 CH, with a maximum of 5 CH per certification renewal period.

10. Test Development/Item Writing for MSNCB

Members of the CCCTM Test Development Committee/Item Writer Committee may count their volunteer time.

- Contact hours in this category may be counted toward CCTM practice.
- One volunteered weekend session = 5 CH, with a maximum of 20 CH per certification renewal period.

CHANGE OF CONTACT INFORMATION

MSNCB and its testing agency will retain electronic records of all candidates and certificants for at least five (5) years. It is the professional responsibility of the applicant to notify MSNCB of any change in name, mailing address, phone number and/or email address. These changes may be made online by updating your account at msncb.org after logging in or may be directed to MSNCB National Office.

INFORMATION ABOUT MSNCB

The Medical-Surgical Nursing Certification Board (MSNCB™) is a nonprofit organization whose mission is to validate excellence in medical-surgical nursing and care coordination and transition management.

MSNCB is composed of seven board members: five who are experienced and certified in either medical-surgical nursing or care coordination and transition management, a public member, and an ex-officio member (the current AMSN president or designee). MSNCB nurse members are appointed to represent the diverse roles and settings in which medical-surgical nurses and care coordination nurses practice as well as varied demographic characteristics.

Contact information:

MSNCB National Office
P. O. Box 56
Pitman, NJ 08071-0056

Toll-Free: 866-877-2676
Fax: 856-589-7463
certification@amsn.org
amsn.org

FREQUENTLY ASKED QUESTIONS ABOUT CCCTM CERTIFICATION RENEWAL

When do I need to submit my certification renewal application?

Your application deadline date is 30 days prior to your certification expiration date. Applications submitted after the deadline date will incur a \$75 late fee.

You are eligible for certification renewal as early as one year before your certification expiration date, and up to one year after this time (with a late fee).

How far back can I claim contact hours?

You can include any contact hours beginning from January of the year you were initially certified, or from your most recent certification renewal date.

How come my category type changed to Professional Development (PROFDEV)?

Certification renewal staff review and verify each contact hour activity. Activities with topics that cover the broad area of health care and general nursing are categorized as professional development. Staff adjust the category before verifying the activity.

How do I know if my contact hours are CCTM or as professional development?

There are several ways to determine if the content of your contact hours are CCTM or professional development. If the topic is also covered on the exam blueprint, the activity is acceptable for CCTM. Topics like leadership, delegation, documentation, or compassion fatigue are considered professional development.

Do all CCTM contact hours need to be awarded through AAACN?

No. CNE activities may be provided or co-provided by any individual, state, or national organization accredited as a provider or approver of continuing nursing education. Education programs may be in any format including, but not limited to, courses, workshops, and independent study. AAACN is an excellent resource for CCTM-related educational programs through their annual convention, official publications, and online library.

Do I send in copies of my contact hour certificates?

No, do not send copies of your certificates when you apply. Retain your certificates in case your application is selected for random audit and copies are requested at that time.

I went back to school. Can I use classes from my degree for contact hours?

If you have been accepted into an accredited baccalaureate, master or doctoral degree program, academic courses may be counted toward CCTM practice or professional development, depending on the content. A copy of a transcript must be submitted for approval. Each credit = 15 contact hours with a maximum of 75 CH allowed per certification renewal period.

I have more contact hours of continuing education than the required amount. Should I list more activities I attended?

Yes. Please limit additional contact hours to 5 to 10.

How do I know if my contact hours are from an approved provider?

When it states that the contact hours must be from an approved provider, it doesn't mean MSNCB must approve each provider. Any organization providing continuing nursing education must seek approval to provide it (to make sure you as a nurse are receiving quality education). There are hundreds of approvers. An organization will always be able to tell you if it has been approved to provide the contact hours. There is also a statement on the certificate you receive stating the approved provider.

Can contact hours provided by my facility/hospital count?

If your facility/hospital is accredited as an approved provider, you can use the contact hours.

What if I do not have enough contact hours to recertify by continuing education?

You can recertify by taking the exam again. You must pass the exam by your expiration date. Standard exam fees apply.

Where is the preceptor form?

The preceptor form can be found on page 8.

If you have not found what you're looking for, you can also contact us at certification@amsn.org or 866-877-2676 for assistance.

PRECEPTOR/MENTOR VERIFICATION FORM

When reporting preceptor/mentor hours, this form must be submitted to be considered.

MSNCB National Office

Mailing Address
MSNCB
PO Box 56
Pitman, NJ 08071

Toll-Free: 866-877-2676
Fax: 856-589-7463
Email: certification@amsn.org
Website: amsn.org

Hours claimed are for providing clinical supervision to baccalaureate, masters or doctoral degree students and/or newly hired nurses in educational and professional settings. *Courses taken about preceptorship or mentoring should be reported as CNE activities.*

30 hours as a preceptor/mentor = 5 CH, with a maximum of 20 CH per certification renewal period

This preceptorship must be verified by the signature of the faculty member or educator who supervised your preceptorship/mentorship.

Please Print

Preceptor's Last Name: _____ First Name: _____

1. The individual named above has completed hours of care coordination and/or transition management (CCTM) focused preceptorship/mentorship.

*Provide only the **number of hours worked** as a preceptor/mentor.*

2. The preceptorship/mentorship was with (Name of nurse): _____

Nursing Student Newly Hired Nurse

3. The dates of preceptorship/mentorship were _____ through _____

4. Name of the facility/institution **OR** name of the educational institution for which preceptorship/mentorship occurred: _____

SUPERVISOR:

I attest that the above-named candidate has completed the number of preceptor/mentor hours indicated:

Print Supervisor Name: _____

Signature: _____

Facility Name: _____

Address: _____

Email: _____ Phone: (_____) _____

An original signature is required for contact hours to be considered.