

Case Management FAQ

Q: Can anyone be certified as a case manager?

A: No. To be certified as a case manager, you must currently be employed at a Community Mental Health Center.

Q: Who administers and corrects the exam?

A: The case manager's supervisor, who must be a licensed Social Service Worker and/or mental health professional.

Q: What is a passing exam score?

A: 70% or above.

Q: Are there different applications to be certified as an Adult or Children's Case Manager?

A: Yes, there is a different application for Adult or Children's Case Management.

Q: Are there different exams for Adult or Children's Case Management?

A: Yes. Both are listed on the main [Case Management page](#).

Q: How long is my certification in effect?

A: A case manager must recertify every three years and fulfill all requirements.

Q: Can a case manager function in that duty if their certification has expired?

A: No. However, there may be circumstances where a licensed supervisor may sign off until case manager recertifies. Prior approval from DSAMH is required.

Q: Does certification travel with me if I change my place of employment?

A: No. Certification is only valid at the CMHC, which certified them.

Q: How does DSAMH know if a case manager is no longer with the CMHC?

A: The supervisor should notify DSAMH within two weeks if a case manager is no longer employed at the CMHC.

Q: Does a licensed mental health professional need to be certified as a case manager?

A: No. However, it is recommended that any licensed mental health professionals be certified in case management.

Q: What is the role of the Division of Substance Abuse and Mental Health in the case management process?

A: Case management is a mandated service for adults, youth and children as specified in Utah Code 17-43-301.(4) (b) (vii). Because it is in the law, DSAMH is required to monitor to ensure quality of care for all case management activities.