



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Medical Services

Bill J. Crouch  
Cabinet Secretary

Cynthia E. Beane  
Commissioner

TO: Aged and Disabled Waiver Providers  
Intellectual/Developmental Disability Waiver Providers  
Traumatic Brain Injury Waiver Providers  
Children with Serious Emotional Disorder Providers

FROM: Patricia S. Nisbet, Office Director 3  
WVDHHR Bureau for Medical Services  
Home and Community Based Services Unit  
Behavioral Health and Long-Term Care Unit

DATE: January 25, 2021

RE: Mandated Conflict Free Case Management Training

Effective April 1, 2021, all case managers who are not Licensed Social Workers, Licensed Professional Counselors or Licensed Registered Nurses must be certified to provide case management.

If you employ case managers who are not one of the above exempted licensees, then they must have a four-year degree in a Human Services field and take the free, on-line training to provide billable case management. BMS will allow a grace period of 3 months from April 1, 2021 for all case managers affected by this change to take the mandated training. The training will only be able to be taken one time.

The course consists of Topic 1 which has 6 modules and then there are additional Specialty courses that are specific to the ADW or the IDDW or the TBIW programs. These consist of 2 modules each. The case manager must successfully complete Topic 1 and at least one of the additional specialty topics in order to meet the training criteria. The case manager will receive a certificate for Topic 1 and another certificate for the Specialty Topic when they have successfully passed the competency tests for each module.

The case managers are welcome to take the other Specialty courses if they choose.

The training is available in the State of West Virginia's Public Learning Center at the following website: [www.onlinelearning.wv.gov/student](http://www.onlinelearning.wv.gov/student)

We have attached very detailed instruction on how to enroll in the Public LMS Course. Please follow the instructions to make sure the case manager is logging into the correct website. These instructions are also available on the following webpage under the CFCM tab: <https://dhhr.wv.gov/bms/Programs/WaiverPrograms/Pages/default.aspx>.

The same trainings are available for CEU credit for LSWs, LPCs and RNs; however, it is not required that these licensees take these courses to continue to provide case management for your agency. CEU credit will be available following successful completion of each competency test. These courses cannot be retaken annually for CEU credit.

A complete list of the courses available are also on the above website.