

Board Certified-TeleMental Health (BC-TMH) Professional Credential Maintenance Policy

Policy Number: POL.02.100.BC-TMH Credential Maintenance Policy.111121.A

Policy Manager: Director of Certification and Credentialing Services

Applies to: BC-TMH Credential Holders

Date Approved: November 11, 2021

A. POLICY INTRODUCTION

The Center for Credentialing & Education (CCE) administers a rigorous, examination-based, professional credential program for telemental health specialization recognition—designated as the CCE Board Certified-TeleMental Health (BC-TMH) Program. Those individuals who wish to be granted the BC-TMH credential must demonstrate that they have achieved state licensure or national certification as a counselor or other licensed, behavioral, or mental health professional. Additionally, qualified applicants must meet specific educational requirements related to a professional specialization in telemental health services, and successfully complete an examination to assess content knowledge in order to satisfy the requirements of this Program.

Effective as of November 11, 2021, this Policy establishes and explains the requirements which must be satisfied in order to maintain the BC-TMH credential, including the CCE credential maintenance standards, guidelines, and procedures (CCE BC-TMH Credential Maintenance Program). Questions concerning this Policy and the credential maintenance process should be directed to the Director of Certification & Credentialing Services.

B. POLICY PURPOSES

The BC-TMH Credential Maintenance Program supports the ongoing professional development of CCE credential holders and the validity of the BC-TMH credential. Among other purposes, the Credential Maintenance Program is intended to: require the completion of reasonable and appropriate continuing educational and professional activities; provide a standardized and objective process for identifying appropriate professional development activities; enhance the ongoing professional development of credential holders; and, encourage and recognize individualized learning opportunities.

C. CREDENTIAL MAINTENANCE REQUIREMENTS

Consistent with the terms of this Policy, credential holders must satisfy the following requirements in order to maintain the BC-TMH credential.

1. Continuing Education Requirements. Credential holders must complete a minimum of twenty (20) continuing education (CE) credit hours during each five (5) year credential maintenance cycle. Unless otherwise permitted by this Policy, CE credit hours will be accepted only for participation in qualified activities directly related to the content areas referenced in Section D of this policy. Qualified CE credit hours must be completed during the current credential maintenance cycle, or as otherwise permitted by this Policy.
 - a. General Continuing Education Conversion Table. One (1) CE credit is earned for each hour (sixty (60) minutes) spent in a structured learning or other approved professional activity relevant to telemental health, as defined by this Policy. Unless otherwise specified in this Policy, the following table explains the conversion method for quantified educational and professional activities as CCE CE credits.

- (1). One (1) hour (60 minutes) of participation in a qualified activity = one (1) CE credit hour/ One quarter hour (15 minutes) = .25 (One quarter) CE credit.
 - (2). One (1) academic semester credit = 15 CE credits.
 - (3). One (1) academic quarter credit = 10 CE credits.
- b. Credential Maintenance Cycle. Each credential holder must satisfy the credential maintenance requirements of this Policy by the end of each five (5) year credential maintenance period (cycle). Each credential maintenance cycle begins on the date that the credential holder was initially credentialed as a BC-TMH, and ends on the date five (5) years thereafter.
2. Code of Ethics Requirement. BC-TMH credential holders must satisfy the requirements of the CCE [Credential Eligibility Ethics Policy](#), and related CCE policies and agreements, in order to maintain credential status and be eligible for credential maintenance.
 3. Annual Credential Maintenance Fee Requirement. As a condition of credential maintenance eligibility, each credential holder must log in to the Credentialing Gateway, at my.cce-global.org, to submit to CCE yearly maintenance requirements, and all related fees, by the annual credential maintenance date provided by CCE. Failure to submit the required Form and fee(s) will result in the suspension of BC-TMH status.

D. QUALIFYING ACTIVITIES/APPROVED METHODS FOR EARNING CE CREDITS

Unless otherwise permitted by this Policy, in order to be accepted and approved by the CCE Credential Program, all credential maintenance activities must be directly related to the following approved continuing education content areas.

- Introduction to TeleMental Health
- Presentation Skills for TeleMental Health
- HIPAA Compliance for TeleMental Health
- Best Practices in Video TeleMental Health
- Crisis Planning & Protocols in Video TeleMental Health
- Choosing and Using Technology in TeleMental Health
- Orienting Clients/Patients to TeleMental Health
- Direct-to-Consumer TeleMental Health
- TeleMental Health Settings and Care Coordination

Credential holders are required to satisfy all CE credit documentation and records requirements of this Policy, including maintaining all certificates of completion, transcripts and other academic records, attendance verification records, program content materials, publications, supervisor records, and volunteer service records, as applicable and explained in this Policy Section. Credential holders are strongly encouraged to upload copies of all required CE credit documentation to their online CCE record.

If a credential holder did not receive a certificate of completion for a CE credit activity, the credential holder may complete a CCE Continuing Education Credit Verification Form, published on the CCE website at: cce-global.org/assets/ce/CCE_CE_Credit_Verification_Form.pdf. Each Certificate of Completion should be added to the credential holder's account through the Credentialing Gateway, at: my.cce-global.org.

1. College and University Courses. No CE credit hour limit for each credential maintenance cycle. CCE CE credits may be earned for qualified academic coursework successfully completed through an accredited university or college graduate program during a credential maintenance cycle. Qualified CE credit hours will only be credited for the portion(s) of such academic coursework directly related to approved continuing education topics. Credit hours and CE credits are calculated based on the percentage of the graduate course content (curriculum) directly related to the approved topic(s), as determined by CCE. CE credits will be awarded only for qualified courses completed by the credential holder, and where the credential holder receives a passing grade.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit college or university graduate course: course transcript issued by the educational institution; grade report or verification form issued by the educational institution, which indicates a passing grade in the course; and, a course description or syllabus.

2. Seminars, Workshops, and Conferences. No CE credit hour limit for each credential maintenance cycle. CCE CE credit hours may be earned for attending seminars, workshops, conferences, and other educational programs (educational programs) offered by organizations approved by CCE and other educational program providers, consistent with the terms of this Policy. Qualified CE credit hours will only be credited for the portion(s) of such educational programs directly related to an approved continuing education topic. Credit hours and CE credits are calculated based on the percentage of the program content directly related to the approved topic(s), as determined by CCE.
 - a. CCE Registered Credential Training Provider Programs and Other Approved Programs. CCE CE credit hours may be earned for attending educational programs approved by CCE, or programs offered by educational organizations approved by CCE and designated as CCE Registered Credential Training Providers (CCE Registered Providers). CCE Registered Providers adhere to course content and quality standards established by CCE and are authorized to issue CE credit certificates to attendees. Approved Providers are identified by the CCE Registered Provider title, and programs qualified for CE credit are identified by the Registered Provider. A list of CCE Registered Providers and the programs they offer is published on the CCE website at cce-global.org/credentialing/bctmh/training. In addition, single programs approved by CCE are identified by the program provider.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit educational program: a certificate or letter issued by the Registered Provider or other program provider verifying attendance during the program; and, a description of the program content issued by the provider.

- b. Other Provider Programs. CCE CE credit hours may be earned for attending qualified educational programs offered by providers not approved by CCE. Programs offered by organizations not approved by CCE may be subject to review before related CE credit is approved.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit education program not approved by CCE: a certificate or letter issued by the program provider certifying attendance during the program; and, the program materials published by the provider which explain the topics and content of the program.

3. Publication Authorship and Original Program Presentation Activities. Limit of five (5) CE credit hours (maximum) for each credential maintenance cycle.

- a. Publication Authorship. CCE CE credit hours may be earned for authoring certain, original publications directly related to an approved continuing education topic(s). Publication authorship activities are limited to: articles published in refereed and non-refereed professional journals; a chapter in an edited book; or, a published book.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit publication authorship activity: a complete copy of each publication (article, book chapter, or book); and, an accurate personal record of actual publication preparation time.

- b. Presentation Activities. CCE CE credit hours may be earned for acting as a speaker or presenter during an original educational program directly related to an approved continuing education topic. CE credit may be granted for actual presentation and preparation time only.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit program presentation: a print or electronic copy of the complete presentation materials; a document from the organizational sponsor verifying the program presentation activity, and explaining the date, time, and content of the presentation; if available, a summary of the program evaluations from the event; and, an accurate personal record of actual presentation preparation time.

4. Supervision/Consultation Activities. Limit of ten (10) CE credit hours (maximum) for each credential maintenance cycle. CCE CE credit hours may be granted for regular, formal supervision or consultation related to clinical telemental health services. CE credit is not available or granted for supervision services that the credential holder provides to another mental health professional.

Documentation Required: For a period of at least five (5) years following the end of the relevant credential maintenance cycle, credential holders must maintain the following information and materials related to each CE credit supervised telemental health services activity: a record/document identifying the supervising telemental health clinician, their professional qualifications/credentials, and contact information; and, a record/document issued and signed by the supervisor identifying the start and end dates of the supervision.

E. GENERAL CREDENTIAL MAINTENANCE REQUIREMENTS

1. Credential Maintenance Activity Reporting Requirement. In order to qualify for credential maintenance, credential holders must record at least twenty (20) CE credit hours and credits during the prior credential maintenance cycle. CE credit will be granted for a qualifying activity on a one time only basis.
2. CCE Review of CE Credit Reporting. All CE credit hours are subject to review and verification by CCE, by audit or otherwise. CCE reserves the exclusive authority to determine if: a reported CE credit activity qualifies for CE credit; and, a reported CE credit activity qualifies for the number of CE credit hours identified by the credential holder. At its sole discretion, CCE may require that the credential holder provide complete and accurate information and/or materials related to a CE credit review or audit, which the credential holder must submit in a timely manner. CCE may grant, deny, or modify the CE credits for any reported activity, consistent with this Policy and related CCE instructions.
3. Personal Credential Maintenance Record Requirements. In order to receive CE credit for qualifying activities, credential holders must collect and maintain all CE credit information and materials identified by this Policy, or as instructed by CCE, during each credential maintenance cycle. Such information and materials must be stored in a safe and secure manner and made available to CCE when required. All credential maintenance CE credit records must be maintained for a period of five (5) years following the end of the relevant credential maintenance cycle. Credential holders are strongly encouraged to record each qualified, CE credit activity by completing a CCE Continuing Education Verification Form, published on the website at: cce-global.org/assets/ce/CCE_CE_Credit_Verification_Form.pdf. Each such completed Verification Form should be added to the credential holder's account through the Credentialing Gateway, at: my.cce-global.org.
4. Credential Maintenance Application Requirement. In order to maintain an active CCE credential, credential holders must complete and submit to CCE all required credential maintenance forms and materials through the Credentialing Gateway, found at my.cce-global.org, or, upon request, as paper documents, within thirty (30) days of the end of each credential maintenance cycle. A notice of the pending credential maintenance date will be sent to each credential holder during the sixty (60) days preceding the end of the credential maintenance cycle. By or before the submission deadline, each credential holder must submit the required credential maintenance forms and materials to CCE, along with all required fees, and all required information demonstrating that the credential holder has satisfied the CE credit requirements of this Policy.

5. Issuance of Credential Maintenance /Credential Certificates. Following the receipt of a complete Credential Maintenance Application and payment of the required fee(s), CCE will issue a new, current BC-TMH Credential Certificate to the credential holder, identifying the effective period of the credential. Certificates will be provided in electronic format without additional cost, or in print format for an additional printing and mailing fee.
6. Annual Maintenance Fee. Credential holders will be assessed, and required to timely pay, an annual credential maintenance fee related to the recording, reviewing, tracking, maintaining, and reporting of CE credit hours. A credential maintenance fee invoice will be emailed to each credential holder annually. The annual maintenance fee must be paid in order to maintain active credential status. Such maintenance fee will be determined by CCE and is subject to change.
7. Transfer of Excess CE Credit Hours. Qualified CE credit hours completed by the credential holder during a credential maintenance cycle in excess of the twenty (20) credit hour requirement, may be applied to the next credential maintenance cycle up to a maximum of five (5) CE credit hours. Credential holders must maintain all required information and materials related to such CE credit activities, consistent with the terms of this Policy.

F. MANDATORY CREDENTIAL MAINTENANCE AUDITS

CCE will regularly conduct random audits of credential holder Credential Maintenance Applications and CE credit activities in order to verify compliance with the Policy requirements. Such audits generally will be conducted on a monthly basis or as otherwise determined by CCE, and credential holders selected for audit will be notified by CCE. Credential holders selected for audit must comply with all audit requirements and must submit copies of the required information and materials supporting each CE credit activity for the current or most recent credential maintenance cycle. Such documentation must be submitted to CCE and returned by or before the identified deadline. Failure to satisfy audit requirements will result in suspension or revocation of credential, consistent with the terms of this Policy.

G. FAILURE TO SATISFY CREDENTIAL MAINTENANCE REQUIREMENTS

The credential status of credential holders who fail to satisfy the requirements of the Policy and/or related CCE instructions initially will be suspended, and the credential holder will be placed on inactive status. Such credential holders will receive notice of the credential suspension, and the following terms will apply, unless otherwise provided by this Policy.

1. Credential Suspension. Credential holders who fail to satisfy the requirements of this Policy, will be subject to a credential suspension, and will no longer be in good standing. Such suspension may include conditions determined by CCE. Regardless of a credential suspension, the credential holder's credential maintenance cycle dates will not change, and the credential holder must satisfy all relevant requirements during the credential maintenance cycle, including annual maintenance requirements. Upon satisfactory completion of all relevant credential maintenance requirements, the credential holder will be returned to active credential status in good standing.

2. Credential Revocation. Failure to satisfy all relevant requirements of this Policy during a suspension period, or otherwise within a one (1) year period after the conclusion of a credential maintenance cycle, will result in revocation and termination of the credential. However, upon showing of good cause and extenuating circumstances by a credential holder, such as an extended illness or military service affecting the credential holder's ability to complete CE credits within a credential maintenance cycle, CCE may extend such one (1) year period, up to an additional one (1) year, which may include conditions determined by CCE. Unless otherwise determined by CCE, a revoked or terminated credential holder is not eligible for reinstatement. Revoked or terminated former credential holders must reapply for the credential and must satisfy all requirements of the initial credential application process.
3. Prohibited Use of Credential. An inactive, suspended, or revoked credential holder may not represent themselves as an active credential holder and/or credentialed by CCE for the BC-TMH. A suspended or revoked credential holder may not use the BC-TMH credential or credential mark until such time as they receive notice from CCE that active credential status has been reinstated, consistent with the terms of this Policy.