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Care Management: Empowering Knowledge For Case Managers and Those They Serve

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Advocacy is the heart of case management practice. The Code of Professional Conduct for Case Managers from the Commission for Case Manager Certification (CCMCâ€™s Code) states that “case management is a means for improving client health, wellness and autonomy through advocacy, communication, education, identification of service resources, and service facilitation.” Board-certified case managers are obliged to adhere to the rules and standards of the Code as they provide access to the right care and treatment at the right time, in support of goals set by the individuals they serve.

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