

DESIGNATION	Certified Urgent Care Management Professional (CUCMP)
Entry Qualifications	1. Clinical Degree + 1-year supervisory experience in ambulatory care medicine; or, 2. 2 years of supervisory experience in ambulatory care medicine; or, 3. A Certificate in Urgent Care Management from UCAOA + 1-year supervisory experience
Experience	See above
Initial Attainment Criteria	62 credits, of which no less than 60% (37 credits) must be live*; Live is either an online live webinar or via convention/conference course attendance
Ongoing Education Mandate	Equal to no less than 25 credits over a 2-year period of which 15 (60%) must be live*
Term	Renewal every 2 years
Cost	Application fee \$195 Member/ \$395 Non-member Education costs: Pay as you go Examination fee: \$395 Member/ \$595 Non-member 2-year Renewal: \$195 Members/ \$395 Non-members **
Testing Required	Comprehensive examination once all coursework is completed (optional only post-course when available)
Period to complete coursework from initial application	3 years
Audience	Managers of one or more delivery methods of on-demand medicine (urgent care centers, telemedicine, retail clinics, occupational medicine clinics, onsite employer clinics, primary care w/ no-appointment options) seeking comprehensive knowledge related to management and the delivery of services within each of these areas. The audience can be clinical or non-clinical personnel seeking knowledge and career advancement opportunities.
Objectives/ Outcome	Certified Urgent Care Management Professionals shall: 1. Demonstrate advanced skills required to manage the nuances associated with providing same-day, unscheduled acute non-emergent primary care services. 2. Identify talent and skills required to serve as organizational champions in compliance, infection control, safety, patient privacy and security. 3. Demonstrate the competencies to establish processes and audits such that care and care administration is provided ethically and in alignment with state and federal regulations. 4. Identify revenue cycle best practices, from contracting, credentialing, patient intake, policy and claims management. 5. Exhibit both knowledge and problem-solving skills in the areas of governance, accounting, finance, balance sheet analysis, billing, collections, coding, information systems, organizational ethics and compliance, operations, turnaround opportunities, marketing and communications, clinical delivery, laboratory oversight, risk management, purchasing, industry metrics and dashboards, standards of excellence related to quality and safety and development of an overarching quality plan. 6. Identify and demonstrate competency in essential human resources oversight skills including staff training, performance improvement, feedback, scheduling and compliance with the HR regulatory environment. 7. Demonstrate basic knowledge in industry mergers, acquisitions, partnership structures, non-payer contracting and management agreements.