

cmsa.org  
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(615) 432-0101



# Member Guide

*The longest-standing and most diverse case management association, offering professional collaboration and education across the healthcare continuum.*

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# Welcome

to the

## CASE MANAGEMENT SOCIETY OF AMERICA

Dear CMSA Member,

Welcome to CMSA, the leading national organization for case management professionals! Whether you're new to the field or a seasoned expert, you've just joined a vibrant community committed to professional development, advocacy, and elevating the standards of care across the continuum.

This guide will help you set up your membership, discover your benefits, and connect with the community. We're here to support your journey every step of the way.

We're glad you're here – now let's get started!

*Janet Coulter*

CMSA National Board President  
2024-2026



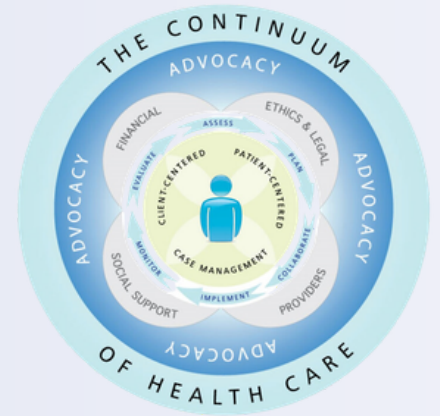
 [cmsa.org](https://cmsa.org)

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(6  ) 432-0101

# ABOUT CMSA™

The Case Management Society of America (CMSA), founded in 1990, is the premier non-profit association dedicated to the support and advancement of the case management profession. As the oldest and largest membership organization of its kind, CMSA empowers over 5,000 members across more than 30 chapters through education, networking, advocacy, and evidence-based standards—helping to improve outcomes for patients, families, and support systems across the care continuum. By defining standards of practice, shaping policy, and delivering research-driven resources, CMSA elevates case management as a vital, ethically-grounded field within healthcare.



## OUR MISSION

At CMSA, our mission is to empower case managers to deliver exceptional, patient-centered care by setting the gold standard for ethical and evidence-based practice. We champion professional development through innovative education, rigorous Standards of Practice, and dynamic educational pathways tailored to all career stages. We advocate boldly at the national level to inform health policy and ensure case management is recognized and supported. We embrace diversity, equity, inclusion, and belonging (DEIB) by integrating these principles into every aspect of our work and elevating culturally competent care. Through advocacy, collaboration, and a commitment to integrity, we strive to improve health outcomes, reduce costs, and cultivate a compassionate, high-performing case management community dedicated to serving patients, families, and caregivers with excellence and equity.

# MEMBER PORTAL

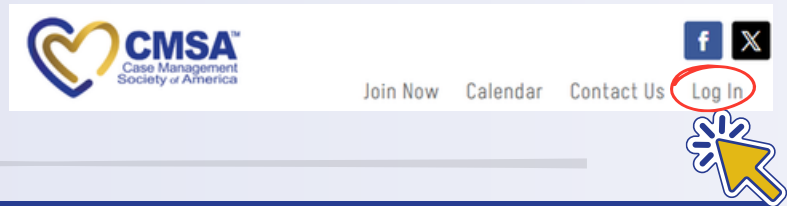
Access your CMSA membership account and manage your information.



## How to Log In

### Visit Our Website & Click "Log In"

Go to [cmsa.org](https://cmsa.org)



### Enter Your Credentials

Enter your Email & Password

### Access Your Account

Click "Log In"

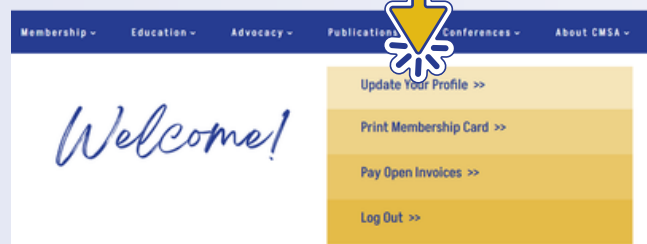


## Managing Your Profile

Keep your information up-to-date and customize your experience.

### Member Portal Home Page

Click "Update Your Profile"



#### Upload Picture

Add a picture to your membership profile



#### Change Password

Update when needed



#### Update Information

Contact, Personal, & Professional



Need Help?



Call 615-432-0101



Email [cmsa@cmsa.org](mailto:cmsa@cmsa.org)

# ACCESS TRAININGS

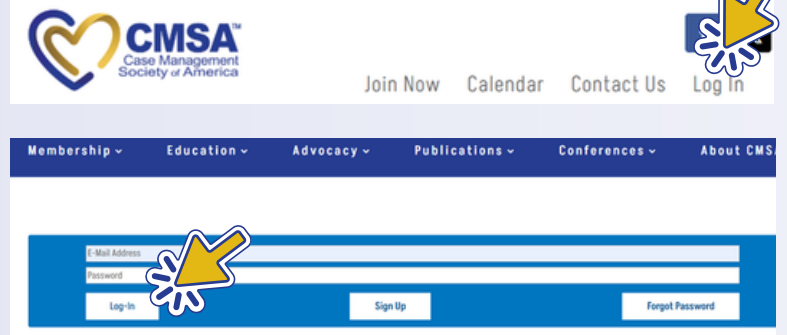
Register for webinars, access recorded trainings, earn your CEUs!



## Access Training Library

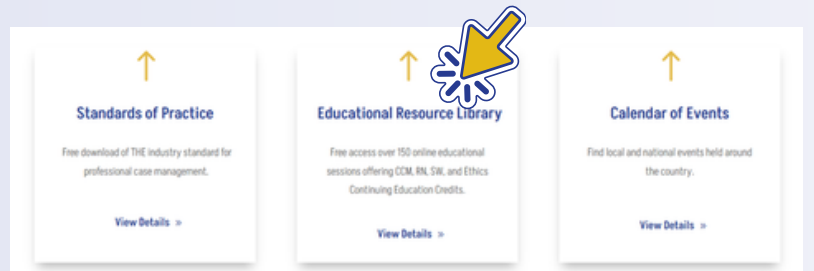
### Log on to your Member Portal

Go to <https://cmsa.org/membership/portal/>



### Educational Resource Library (ERL)

Once on the Member Portal homepage, scroll down to the section containing Educational Resource Library



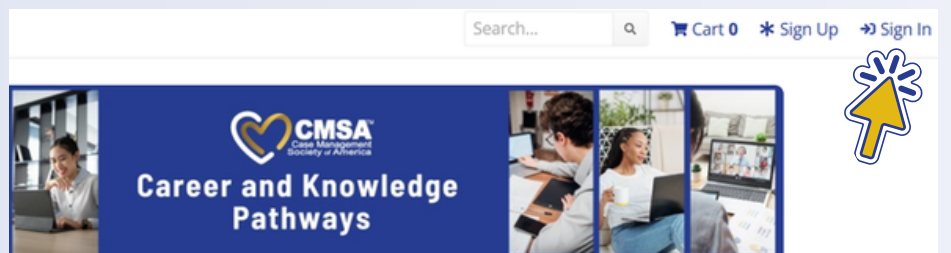
Click "Member Access to Educational Resource Library"

You will then be redirected to a sign-on page for our learning platform.



### Learning Platform

Log in at [pathlms.com/cmsa](https://pathlms.com/cmsa) using your CMSA credentials



### Access Trainings

You can now search our full library, access recordings of past events, and view upcoming sessions.



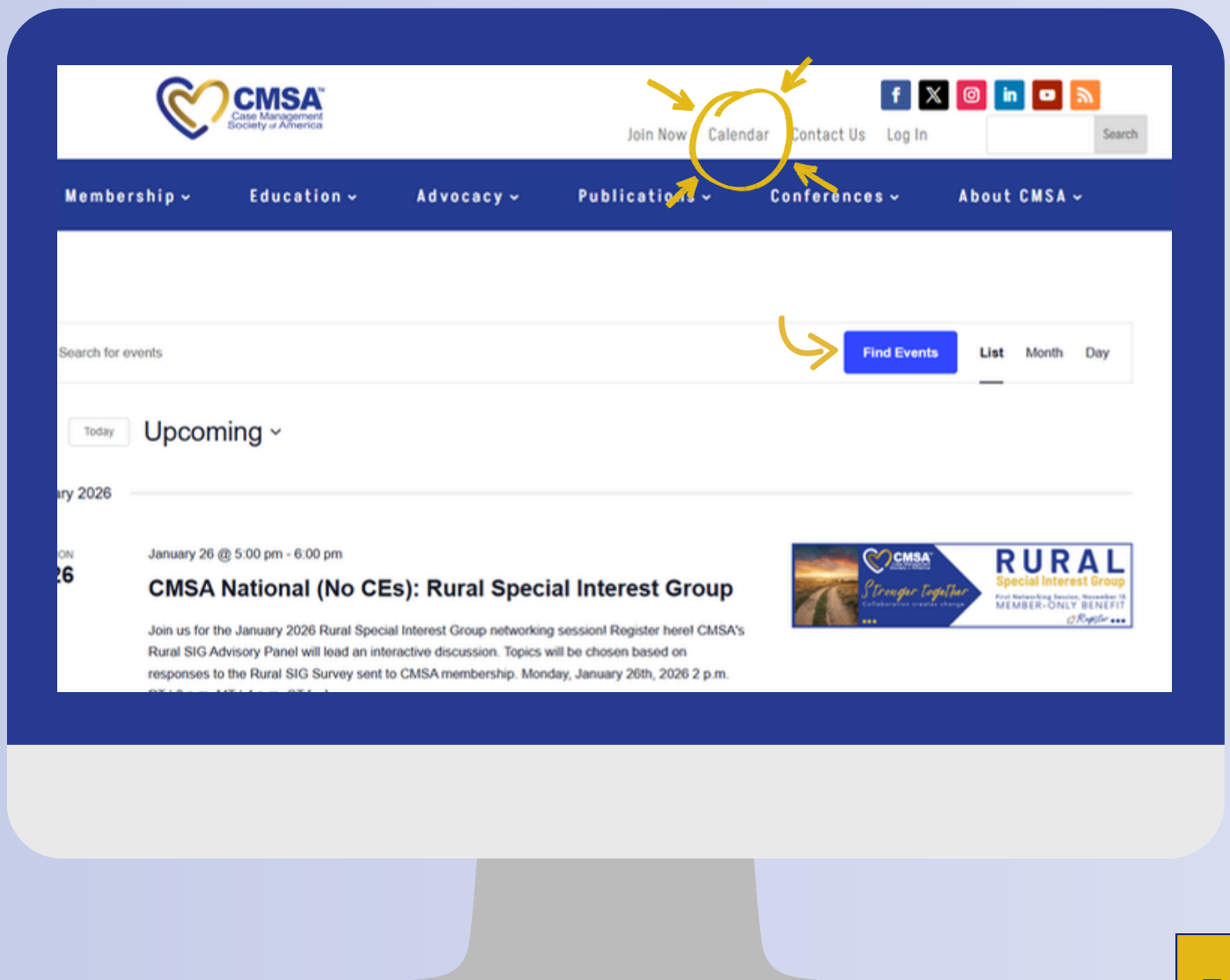
\*You can also login directly to [pathlms.com/cmsa](https://pathlms.com/cmsa) and/or choose to bookmark this page.

# CMSA EVENTS CALENDAR



## Connect, Learn & Grow

CMSA events are designed to keep you connected to the people, ideas, and education shaping case management today. From live monthly webinars and virtual networking sessions to national conferences and local chapter programs, there are opportunities to learn from experts, earn CEs, and engage with peers across the country. Whether you're looking to strengthen clinical skills, explore emerging trends, or build your professional community, CMSA events help you stay informed, inspired, and supported at every stage of your career.



# GETTING INVOLVED

As a member of the Case Management Society of America (CMSA), you'll find meaningful opportunities to get involved, connect, and make an impact aligned with your interests and professional goals—while strengthening the case management community, building leadership skills, expanding your network, and shaping the future of the profession.

## LOCAL CHAPTER INVOLVEMENT

CMSA has chapters across the country to ensure that you are connected with case managers in your geographical area.

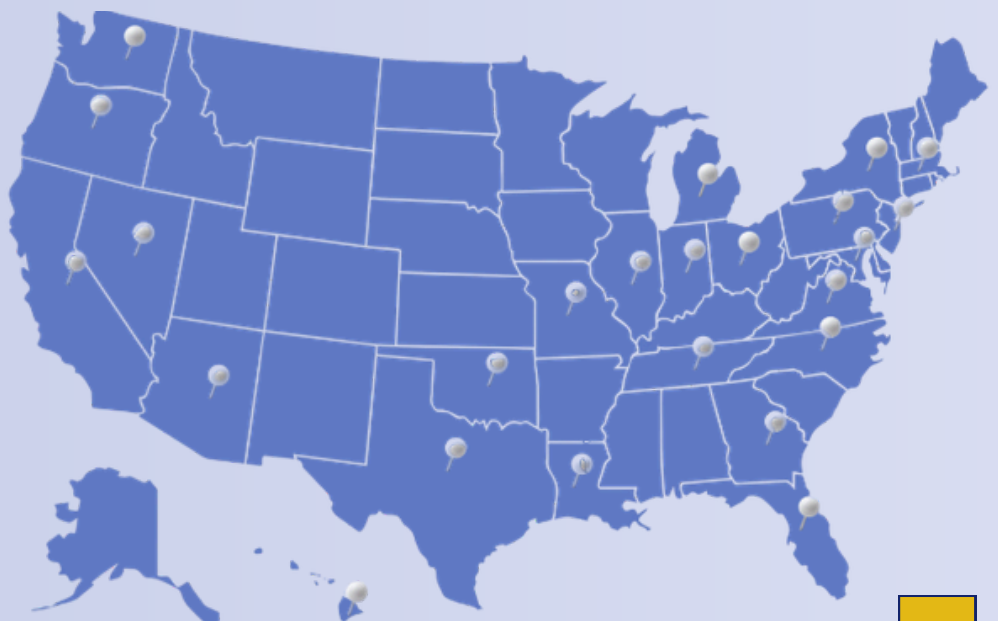
## SPECIAL INTEREST GROUPS

Many CMSA chapters host regular educational and networking events that are low-to-no cost for active CMSA national members.

## SPEAKING & WRITING OPPORTUNITIES

## NATIONAL COMMITTEES

### CMSA CHAPTERS



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## LOCAL CHAPTER INVOLVEMENT

Collaborate with other case managers in your niche by attending quarterly networking sessions for any of our five “SIGs”:

## SPECIAL INTEREST GROUPS



**BEHAVIORAL HEALTH**

## SPEAKING & WRITING OPPORTUNITIES

**INTERNATIONAL**

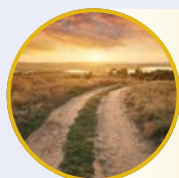


## NATIONAL COMMITTEES



**MILITARY/VA/DOD/DHA**

**PUBLIC POLICY**



**RURAL**

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## LOCAL CHAPTER INVOLVEMENT

## SPECIAL INTEREST GROUPS

## SPEAKING & WRITING OPPORTUNITIES

## NATIONAL COMMITTEES

CMSA members don't just learn from the community—they help shape it. New members are invited to share their expertise through speaking and writing opportunities, including:

- Conference presentations
- Webinars
- Blog contributions
- Committee projects

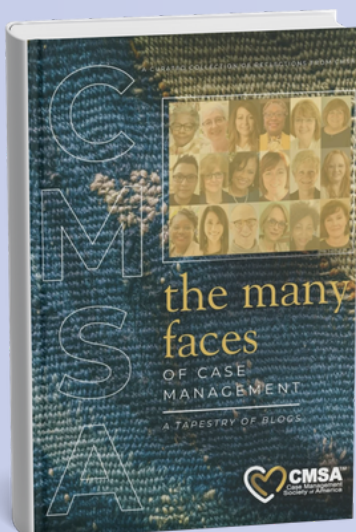
Whether you have years of experience or a fresh perspective from the field, CMSA provides supportive pathways to develop your voice, build your professional profile, and contribute to the future of case management.



**CMSA Blog**



**CMSA Today**



# GETTING INVOLVED

As a member of the Case Management Society of America (CMSA), you'll find meaningful opportunities to get involved, connect, and make an impact aligned with your interests and professional goals—while strengthening the case management community, building leadership skills, expanding your network, and shaping the future of the profession.

## LOCAL CHAPTER INVOLVEMENT

## SPECIAL INTEREST GROUPS

## SPEAKING & WRITING OPPORTUNITIES

## NATIONAL COMMITTEES

CMSA offers members meaningful leadership and engagement opportunities through its national committees, which shape the society's strategic priorities and advance the profession. Committees focus on key areas such as advocacy, education, publications, diversity & inclusion, finance, membership, public policy, awards, and more.

Serving on a committee allows you to:

- Contribute your expertise to influence CMSA initiatives and professional standards
- Collaborate with national leaders and fellow members from across the country
- Expand your leadership skills and professional network

CMSA Leadership 



- |   |                    |
|---|--------------------|
| Awards                                  | Finance & Audit    |
| Bylaws & Governance                     | Membership         |
| CM Fellow Selection                     | MVD Planning       |
| CMSA Today Editorial                    | Nominating         |
| Collaborative Relationships - Academia  | Public Information |
| Collaborative Relationships - Affiliate | Public Policy      |
| DEIB                                    | Sponsorship        |
| Education                               |                    |



*Membership and active participation in CMSA have provided me with invaluable networking opportunities beyond my organization. These opportunities have enabled me to collaborate with exceptional case management professionals and leaders nationwide. These connections have directly contributed to my professional growth, allowing me to partner with industry leaders on projects that have advanced my business and expertise.*

*CMSA has been instrumental in my continued education, providing all the relevant continuing education credits needed to maintain my CCM Certification. The quality and relevance of these educational opportunities consistently exceed my expectations, as they directly apply to the challenges and responsibilities of case management practice.*

*I'm particularly proud to have achieved my Fellowship in Case Management through CMSA, a significant professional milestone that has enhanced my credibility and expertise in the field. Beyond personal benefits, I find tremendous satisfaction in giving back to the organization and supporting fellow members, creating a cycle of mentorship and professional development that strengthens our entire community.*

*As a dedicated member since 2016, my CMSA membership has proven to be one of the most valuable investments in my professional journey, consistently delivering exceptional value in networking, education, and leadership development.*

*Deanna Cooper Gillingham RN, CCM, FCM*



# ADVOCACY EFFORTS



CMSA supports several initiatives to improve case management practice overall and to address legislative challenges that affect the clients case managers serve.

These initiatives include:

- **Public Policy Committee**


- This committee identifies policies and issues that affect case management settings, case managers, and patients.

- **Virtual Hill Visits**

- Every year, case managers from around the country volunteer to meet with their specific legislators to emphasize the importance of policies that uphold the integrity of case management practice and the policies that impact patient care.

- **Key Advocacy Priorities**

- a. Telehealth
- b. Mental Health
- c. Workforce Development

[CMSA Advocacy](#) 

| [CMSA Public Policy](#) 

# CMSA 2026 NATIONAL CONFERENCE



## 2026 Conference Details:

Location: Mandalay Bay - Las Vegas

Dates: June 16-19, 2026

Early bird registration opens xxxxxxxxx

## Why Attend?

- Earn CE hours
- Network with over 1,000 case managers
- Explore the latest in tools, technologies, and advocacy

## Highlights:

- National keynote speakers
- Specialty workshops
- Networking events
- Expo hall



THE REGISTRATION  
BROCHURE!



# NATIONAL CASE MANAGEMENT WEEK



Each October CMSA recognizes, honors, and promotes the work of case managers (or other professionals) by highlighting their vital contributions to their fields and the impact they have in their organizations and communities.

## **Why it matters:**

- Raises awareness about the profession's value and challenges
- Provides education and professional development opportunities
- Builds community among peers—networking, sharing stories, collective advocacy
- Gives members and employers chances to celebrate achievements and renew pride in the work

## **What case managers can expect / ways to participate:**

- Attend webinars, workshops, panel discussions
- Use/share promotional resources (graphics, logos, email signatures) to show support
- Participate in local or virtual community events
- Engage on social media with hashtags or campaign tools
- Take advantage of special giveaways and discounts!
- Recognize or nominate peers for their contributions

**GET EVEN MORE WITH...**

**CMSA**

**Career  
Center**

**Awards**

  
**CMSA<sup>®</sup>**  
FOUNDATION  
**CMSA**  
FOUNDATION

**FCM<sup>™</sup>**  
Fellow in  
Case Management

**Case  
Management  
Standards  
of Practice**

  
FREE  
DOWNLOAD

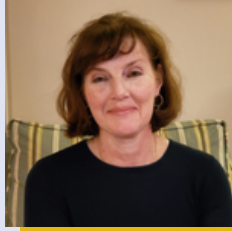


# CMSA LEADERSHIP

## EXECUTIVE COMMITTEE



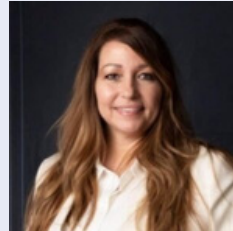
**Janet Coulter**  
MSN, MS, RN, CCM, FCM  
President  
2024-2026  
[LinkedIn](#)



**Jenny Quigley-Stickney**  
RN, BSN, MSN, MHA, MA,  
CCM, ACM-RN, CMAC, CPHM,  
FCM  
President Elect  
2025-2026  
[LinkedIn](#)



**Mark Evans**  
MA, CCM, CRC, CLCP, CBIS,  
FCM  
Treasurer  
2025-2026  
[LinkedIn](#)



**Sam Walker**  
DNP, RN, CCM, FCM, FNP  
Secretary  
2025-2027  
[LinkedIn](#)

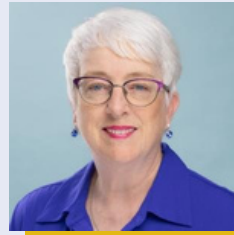


**Vivian Greenway**  
PhD, MSA, BSN, RN,  
PAHM, CCM, FCM  
Director-at-Large  
2025-2026

## DIRECTORS



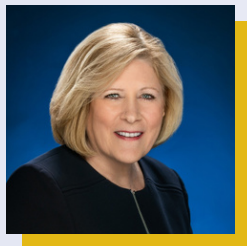
**Erin Cunningham**  
BSN, RN, CCM  
2025-2028  
[LinkedIn](#)



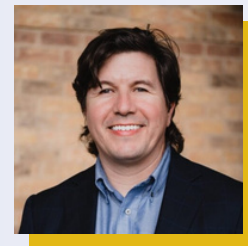
**Elaine Bruner**  
MSN, RN, CMGT-BC, FCM  
2025-2027  
[LinkedIn](#)



**Kathy Parry**  
BSN, RN, CCM, FCM  
2023-2026  
[LinkedIn](#)



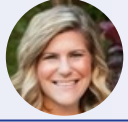




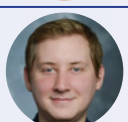



**Lisa Simmons-Fields**  
DNP, MSA, RN,  
CCM, CPHQ, FCM  
2025-2028  
[LinkedIn](#)



**James Troyer**  
RN, MBA, CPHQ, CCM  
CPC Rep  
2025-2026  
[LinkedIn](#)

# CMSA STAFF & CONTACT INFO

|  |                           |   |
|--|---------------------------|---|
| Executive Director (CMSA and CMSAF),<br>PMG Director of Association Management | <b>Amy Black</b>          |    |
| Deputy Executive Director,<br>Senior Association Leader                        | <b>Kelley Norris</b>      |    |
| Chapter Relations Manager  | <b>Kelly Castady</b>      |    |
| Meeting Sales & Partnerships Manager   | <b>Rebecca Davis</b>      |    |
| Educational Content Manager  | <b>Michele Lee</b>        |    |
| Strategic Relationships Manager  | <b>Tara Rhinehart</b>     |   |
| Membership Manager   | <b>Ashton Roach</b>       |  |
| Senior Association Specialist  | <b>Tyler Wells</b>        |  |
| Education Manager  | <b>Michelle Whitfield</b> |  |

## CONTACT INFORMATION

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**Press:** [press@cmsa.org](mailto:press@cmsa.org)

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