

### What is a Credentialed Parent Peer/ Family Support Partner ?

A Credentialed Parent Peer/ Family Support Partner (CPPFSP, or Support Partner) is someone who has personal experience supporting a child or adult with a behavioral health challenge or substance use disorder. They have been trained to use their experience to help others access services.

### How can I help families by becoming a Support Partner?

After you are trained, you can support the family\* of an individual receiving behavioral health services by:

- Sharing your experience to create emotional connection,
- Educating others on how to access services,
- Connecting to others through groups or one-on-one activities,
- Developing coping and self-care skills,
- Inspiring hope which helps others grow and recover.



A Support Partner can work in a behavioral health center. Any AHCCCS member who has a behavioral health need, and their family, can use a Support Partner.

If you are a parent, natural support, or family member and want to use your experience to support others consider becoming a Support Partner.

### How do I become a Support Partner?

To be employed as a Support Partner in Arizona, you must complete an approved training program and pass an exam. Many different training programs are available. Some offer specialized training in areas of criminal justice, helping foster children, helping those with a Serious Mental Illness designation, and helping those with substance use disorder or opioid use disorder.

See page two for a list of approved training programs. Contact the program to enroll. If you have questions, contact your health plan's Office of Individual and Family Affairs.

\*Family is defined by the member.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

**AHCCCS APPROVED CREDENTIALLED PARENT/PEER FAMILY SUPPORT PARTNER (CPPFSP) TRAINING PROGRAMS**

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| AZ Complete Health    | 520-809-6483 | <a href="mailto:advocates@azcompletehealth.com">advocates@azcompletehealth.com</a> |
| United Healthcare     | 602.255.1638 | <a href="mailto:advocate.oifa@uhc.com">advocate.oifa@uhc.com</a>                   |
| University of Arizona | 520-621-1642 |  |

**AHCCCS Health Plan Contacts**

**AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS**

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| <b>Arizona Complete Health - Complete Care Plan</b><br>Customer Service 1-888-788-4408<br><a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a> | <b>Mercy Care</b><br>Customer Service 1-800-624-3879<br><a href="http://www.mercycareaz.org">www.mercycareaz.org</a>  |
| <b>Care 1st Health Plan</b><br>Customer Service 1-866-560-4042<br><a href="http://www.care1staz.com">www.care1staz.com</a>   | <b>Molina Complete Care</b><br>Customer Service 1-800-424-5891<br><a href="http://www.mccofaz.com">www.mccofaz.com</a>  |
| <b>Banner – University Family Care</b><br>Customer Service 1-800-582-8686<br><a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>  | <b>United Healthcare Community Plan</b><br>Customer Service 1-800-348-4058<br><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>  |
| <b>Health Choice Arizona</b><br>Customer Services 1-800-322-8670<br><a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>   | <b>Mercy Care Department of Child Safety Comprehensive Health Plan</b><br>Customer Service 1-833-711-0776<br><a href="http://mercycares.org/members/chp-members">mercycares.org/members/chp-members</a> |

**LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)**

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| <b>Banner – University Family Care LTC</b><br>Customer Service 1-833-318-4146<br><a href="http://www.bannerufc.com">www.bannerufc.com</a> | <b>Mercy Care LTC</b><br>Customer Services 1-800-624-3879<br><a href="http://www.mercycareaz.org">www.mercycareaz.org</a>  |
| <b>United Healthcare LTC</b><br>Customer Service 1-800-293-3740<br><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a> | <b>Department of Economic Security/<br/>                 Division of Developmental Disabilities (DES/DDD)</b><br>Customer Service 1-844-770-9500<br><a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a> |

**AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS**

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| <b>Arizona Complete Health - ACC-RBHA</b><br>Customer Service 1-888-788-4408<br><a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a> | <b>Mercy Care ACC-RBHA</b><br>Customer Service 1-800-564-5465<br><a href="http://www.mercycareaz.org">www.mercycareaz.org</a> | <b>Care1st ACC-RBHA</b><br>Customer Service 1-866-560-4042<br><a href="http://www.care1staz.com">www.care1staz.com</a> |
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