

Community Health Worker/Community Health Representative (CHW/CHR)

“Community Health Worker” is an umbrella term used to encompass many different job descriptions including Community Health Representatives, Patient Navigators, Promotors de Salud, Community Health Advisors, and Cultural Health Navigators. CHWs/CHRs are certified by the Arizona Department of Health Services (ADHS).

A CHW/CHR is a non-physician, frontline public health worker who is a trusted member of and/or has an in-depth understanding of the community served, often because they are from those communities. They deliver culturally appropriate health education and information.

In order to obtain Medicaid reimbursement, certified CHW/CHR may deliver services within their scope of practice under the employment of an AHCCCS eligible provider or a CHW Organization.



Peer and Recovery Support Specialist (PRSS)

“Peer and Recovery Support” is a distinct behavioral health care practice involving intentional partnerships to provide social and emotional support based on shared experiences of living with behavioral health conditions (mental health and/or substance use disorders). This support is coupled with specific, skill-based training, coaching, or assistance to bring about social or personal change at the individual, family, or community level. PRSS are credentialed by AHCCCS-recognized Peer Support Employment Training Programs (PSETPs).

- A PRSS is an individual who is trained, credentialed, and qualified to provide peer and recovery support services to members with identified behavioral health needs. These services can include a variety of individualized and personal goals, including living preferences, employment or educational goals and development of social networks and interests.
- Only PRSS may deliver services billed as peer support.

A CHW/CHR can become credentialed as PRSS through an AHCCCS-recognized PSETP if they have lived experience with behavioral health or substance use needs and meet the qualifications outlined in AMPM 963.

A PRSS can become certified as a CHW/CHR by ADHS if they are uniquely situated to serve their community in the role of a CHW/CHR and meet qualifications as outlined in AMPM 310-W and A.A.C. R9-16- 802.

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.