



A Peer and Recovery Support Specialist (PRSS) is someone with lived experience of behavioral health and/or substance use recovery who has received specialized training on how to use their experience to help others. A PRSS works with individuals during their recovery journey, sharing skills, coaching, and providing support.

What is Peer Support?

Peer support is many things, and often dependent upon the needs of the individual being served. It is:

- Delivered by individuals who have common lived experiences of recovery.
- Based on shared connection and understanding of experiences.
- Able to lessen feelings of isolation, increase practical knowledge, and sustain coping efforts.
- Available to individuals throughout their levels of care.
- Support, strength, and most importantly, hope, which allows for personal growth, wellness and recovery.

If you are in recovery from behavioral health and/or substance use issues, and want to use your experience to support others in their recovery, consider becoming a Peer Recovery Support Specialist.

To be employed as a PRSS in Arizona, individuals must complete an approved training program and pass a competency exam. There are many training programs across the state, and while all trainings cover behavioral health and substance abuse, some trainings also focus on criminal justice involvement or other specialized topics such as Opioid Use Disorder (OUD).

AHCCCS-recognized training programs are listed on the [AHCCCS Peer Support webpage](#). Visit their websites or contact them for training availability and enrollment. AHCCCS members may contact an employment specialist for assistance

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 Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
<p>Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare</p>	<p>Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org</p>
<p>Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com</p>	<p>Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com</p>
<p>Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc</p>	<p>United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com</p>
<p>Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com</p>	<p>Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members</p>

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
<p>Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com</p>	<p>Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org</p>
<p>United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com</p>	<p>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/</p>

AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS		
<p>Arizona Complete Health - ACC-RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare</p>	<p>Mercy Care ACC-RBHA Customer Service 1-800-564-5465 www.mercycareaz.org</p>	<p>Care1st ACC-RBHA Customer Service 1-866-560-4042 www.care1staz.com</p>