



Peer support is a strengths-based, recovery-oriented service to help individuals with mental health conditions and/or substance use challenges to build up their own resiliency and foster wellness. These services can include a variety of individualized and personal goals, such as housing, employment or educational goals and development of social networks and interests.

Peer support services are provided by Peer and Recovery Support Specialists (PRSS). PRSS can provide unique insights, empathy, and encouragement. PRSS are specially trained individuals who are successfully managing their mental health and/or substance use.

Peer support services can address a variety of topics such as feeling isolated, help with getting benefits, information about health-related topics, community-based supports or any other areas that you want addressed.

These services are available to members who have mental health and/or substance use challenges, and request peer support. Peer support complements other behavioral health services such as therapy, and case management.

To access peer support services AHCCCS members should contact their AHCCCS health plan or Office of Individual and Family Affairs (OIFA). You can choose the agency from which you would like to receive this service.

To learn more about peer support services, please see the Peer and Recovery Support Frequently Asked Questions at [azahcccs.gov/AHCCCS/Downloads/OIFA/PeerSupportFAQ.pdf](https://www.azahcccs.gov/AHCCCS/Downloads/OIFA/PeerSupportFAQ.pdf)

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.