

## What is a Peer-Run Organization?

Peer-run organizations are service providers owned, operated and administrated by persons with lived experiences of mental health and/or substance use disorders. These organizations are based in the community and provide support services.

AHCCCS members have the right to request services provided by and/or participate in programs at a peer-run organization.

Here are some of the things you can find at a peer-run organization:

- 1-on-1 peer support
- Daily support groups
- Social outings
- Meals
- Employment programs
- Learning opportunities
- Health and exercise programs
- Creative arts
- Resources
- Advocacy
- Volunteer opportunities
- Youth and young-adult programs
- Meeting new people
- Personal development, and
- Empowerment
- Extended hours and/or weekends

## How to Access Services from a Peer-Run Organization

1. Contact a peer-run organization in your area to learn what services they offer.
2. Request the service be added to your service plan at the peer-run organization of your choice. Once the service has been requested, services should be initiated within 45 days.

### Recovery Empowerment Network

Phoenix  
[renaz.org](http://renaz.org)  
602.248.0368

### Helping Ourselves Pursue Enrichment

(HOPE), Inc.  
Tucson, Yuma  
[hopetucson.org](http://hopetucson.org)  
520.770.1197

### Northern Arizona Consumers Advancing Recovery by Empowerment (NAZCARE)

Prescott, Benson, Globe, Show Low, Bullhead City, Kingman, Eagar, Parker, Yuma, Casa Grande, Apache Junction, Cottonwood  
[nazcare.org](http://nazcare.org)  
928.442.9205

### Center for Health Empowerment Education Employment Recovery Services (CHEEERS)

Phoenix  
[cheeers.org](http://cheeers.org)  
602.246.7601

### Stand Together and Recover (STAR) Centers

Avondale, Phoenix, Mesa  
[thestarcenters.org](http://thestarcenters.org)  
602.231.0071

### Hope Lives/Vive La Esperanza

Phoenix, Flagstaff  
[vivehopelives.org](http://vivehopelives.org)  
1.855.747.6522

### Wellness Connections

Sierra Vista, Douglas, Safford, Nogales  
[wellness-connections.org](http://wellness-connections.org)  
520.452.0080

### Coyote TaskForce – Our Place Clubhouse /Café 54 and Truck 54

Tucson  
[ourplaceclubhouse.org](http://ourplaceclubhouse.org)  
520.884.5553

### Transitional Living Center Recovery (TLCR)

Yuma, Casa Grande  
[tlcrecoveryaz.com](http://tlcrecoveryaz.com)  
928.261.8668

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you know of an AHCCCS member who is unable to access behavioral 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.

If you are having difficulty accessing timely services at the peer-run organization of your choice, please contact your assigned AHCCCS Health Plan listed on the next page.

## AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS		
Arizona Complete Health Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a>	Mercy Care Customer Service 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	Magellan Complete Care Customer Service 1-800-424-5891 <a href="http://www.mccofaz.com">www.mccofaz.com</a>
Care 1 <sup>st</sup> Health Plan Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>	Banner – University Family Care Customer Service 1-800-582-8686 <a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>	Steward Health Choice Arizona Customer Services 1-800-322-8670 <a href="http://www.stewardhealthchoiceaz.com">www.stewardhealthchoiceaz.com</a>
Department of Economic Security Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 <a href="http://dcs.az.gov/cmdp">dcs.az.gov/cmdp</a>	United Healthcare Community Plan Customer Service 1-800-348-4058 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)		
Banner – University LTC Customer Service 1-833-318-4146 <a href="http://www.bannerufc.com">www.bannerufc.com</a>	Mercy Care Long Term Care (ALTCS) Customer Services 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	
United Healthcare LTC Customer Service 1-800-293-3740 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>	LTC DD DES Customer Service 1-800-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>	