

January 5, 2025

The Honorable Katie Hobbs
Governor of Arizona
1700 W Washington Phoenix, Arizona 85007

The Honorable Warren Peterson, President
Arizona State Senate
1700 W Washington Phoenix, Arizona 85007

The Honorable Steve Montenegro, Speaker
Arizona House of Representatives
1700 W Washington Phoenix, Arizona 85007

Dear Governor Hobbs, President Petersen, and Speaker Montenegro:

Pursuant to A.R.S. 36-2903.15(C), AHCCCS is required to submit an annual report on Peer Support Services:

“A. The Administration shall develop and implement processes to monitor its Contractor’s oversight of Peer Specialists to ensure that the Peer Specialists meet qualifications and receive the required supervision and training. B. Beginning October 1, 2025, in addition to any other qualifications, peer specialists shall complete training that is developed by the Administration and that includes psychosis-specific content, including anosognosia. C. On or before November 1, 2024, and each November 1 thereafter, the administration shall provide an annual report to the Governor, the president of the senate and the speaker of the house of representatives on the development, implementation and monitoring processes required by this section.”

To receive Medicaid reimbursement for peer support services, the Centers for Medicare and Medicaid Services (CMS) require states to establish supervision, training and credentialing for peer support providers, to equip them with the necessary set of competencies to perform the peer support function. Arizona’s compliance with these standards is documented in AHCCCS Policy AMPM 963, Peer and Recovery Support Service Provision Requirements. To ensure these requirements are met, AHCCCS employed an Operational Review (OR) process. The OR process is a method by which AHCCCS monitors compliance with any contract or policy requirement which is not associated with a contract or policy deliverable. During the OR process, the contractor

demonstrates their compliance by submitting to AHCCCS documentation of oversight and monitoring activities. AHCCCS reviews the documents and determines if they are sufficiently demonstrating compliance. In addition to the OR process, the Administration has developed an online portal for providers of peer support services to report on their employed Peer and Recovery Support Specialists (PRSS) qualifications and supervision on a quarterly basis. AHCCCS is continuously working to strengthen and enhance oversight of the PRSS workforce through contract and policy revisions, including collecting reports and documentation to verify compliance with these requirements.

The Administration has developed and distributed training materials on psychosis and anosognosia for PRSS. These materials include a PowerPoint curriculum, and an accompanying exam, which have been shared with Peer Support Employment Training Programs (PSETPs) and uploaded to the Statewide Learning Management System. This ensures that all PRSS credentialed after 10/1/2025 are trained in this content, and all currently employed PRSS credentialed prior to 10/1/2025 complete the training by 10/1/2026. To support compliance with legislative requirements, the Administration has updated AHCCCS Policy AMPM 963. These changes took effect on 10/1/2025.

Please feel free to contact Susan Kennard, Office of Individual and Family Affairs Administrator, at (602) 417-4417 or via email at Susan.Kennard@azahcccs.gov if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Virginia Rountree".

Virginia Rountree
Director

Cc: Meaghan Kramer, Health Policy Advisor, Office of the Governor