

963 PEER- AND-¹RECOVERY SUPPORT TRAINING, CREDENTIALING AND SUPERVISION REQUIREMENTS

INITIAL

EFFECTIVE DATES: 07/01/~~2016~~, 10/01/18²

REVISION DATES: 06/13/18³

I. PURPOSE

This Policy applies to AHCCCS Complete Care (ACC), ALTCS/EPD, and RBHA Contractors; Fee-For-Services (FFS) Programs as delineated within this Policy including: Tribal ALTCS, TRBHA, the American Indian Health Program (AIHP); and all FFS populations, excluding Federal Emergency Services (FES). (For FES, see AMPM Chapter 1100). Services outlined in this Policy for FFS programs and populations are monitored by AHCCCS/DHCAA.

This Policy establishes requirements for ~~criteria for~~⁴ the provision of ⁵ peer support services within the AHCCCS programs, including qualifications, supervision, continuing education and training/credentialing of Peer and Recovery Support Specialists (PRSS).

II. DEFINITIONS

PEER—AND—RECOVERY SUPPORT⁶ Intentional partnerships based on shared lived experiences to provide social and personal support. 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. 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.⁷

¹ To be changed throughout to “Peer and Recovery Support”

² Date changes are effective

³ Date presented at APC Meeting

⁴ Repetitive

⁵ Specified

⁶ From AMPM Ch. 100

⁷ From AMPM Ch. 100, modified to be more in line with inter-/national standards and removing clinical language

PEER

An individual who is, or has been a recipient of behavioral health and/or substance use treatment services and has an experience of recovery to share⁸.

PEER SUPPORT EMPLOYMENT TRAINING PROGRAM (PSETP)

AHCCCS/OIFA approved Peer Support Employment Training Program through which individuals are credentialed by completing training and passing a competency exam.

PEER-AND-RECOVERY SUPPORT SPECIALIST (PRSS)

Aan individual trained, credentialed and qualified to provide peer/recovery support services within the AHCCCS Programs.¹⁰¹¹

III. POLICY

A. OVERVIEW

In 2007, the Centers for Medicare and Medicaid Services (CMS) issued a letter to state Medicaid directors recognizing the importance of peer support services as a viable component in the treatment of mental health and substance¹² use issues. In the letter, CMS provides guidance to state Medicaid authorities on minimum requirements for establishing criteria for peer support services, including supervision, care coordination, continuing education and training/credentialing (see SMDL #07-011 for a full copy of the letter.)¹³

To comport with Centers for Medicare and Medicaid Services (CMS) requirements for delivery of Peer Support Services, tThe Arizona Health Care Cost Containment SystemAHCCCS/Office of Individual and Family Affairs (AHCCCS/OIFA) has established training requirements and credentialing standards for Peer- and /Recovery Support Specialists (P/RSSPRSS)¹⁴ providing Self-Help/Peer Support Services (Peer Support)¹⁵, as described in the AHCCCS Covered Behavioral Health Services Guide. Persons with lived experience of recovery from mental-behavioral¹⁶ health and/or substance ab¹⁷ use disorders serve an important role as behavioral health providers; and AHCCCS/OIFA expects consistency and quality in Ppeer Ssupport services peer-delivered behavioral health services and support for peer-delivered behavioral health services statewide¹⁸.

⁸ Definition taken from BH Covered Services Guide; modified for clarity

⁹ Corrected typos

¹⁰ Modified to be in line with definition

¹¹ Basic/technical definition

¹² ~~Changed to reflect current language~~

¹³ ~~Moved and reworded~~

¹⁴ Standard acronym

¹⁵ The term used in the CBHSG

¹⁶ Replacing 'mental' with 'behavioral' for consistency

¹⁷ Changed to reflect current language

¹⁸ All other "peer-delivered services" are outside the scope of this policy

~~Peer-delivered services are recognized on a national level¹⁹. The Centers for Medicare and Medicaid Services (CMS) issued a letter to state Medicaid directors/agencies, recognizing the importance of peer support services as a viable component in the treatment of mental health and substance abuse issues. In the letter, CMS provides guidance to state Medicaid and public health agencies on minimum requirements for establishing criteria for peer support services, including supervision, care coordination, continuing education and training/credentialing (see SMDL #07-011 for a full copy of the letter²⁰, as well as additional clarifying guidance issued by CMS on May 1, 2013).~~

B. PEER-AND/RECOVERY SUPPORT SPECIALIST AND TRAINER QUALIFICATIONS

1. Individuals training as P/RSSPRSS or seeking credentialing and employment as a P/RSSPRSS Peer/Recovery Support Specialist²¹ must shall²²:
 - a. Self-identify as a “peer”²³, ~~Have lived experiences of mental health and/or substance use disorders with the person(s) whom they will serve,~~²³ and
 - b. Qualify as²⁴ a behavioral health paraprofessional, behavioral health technician, or behavioral health professional.

2. Individuals meeting the above criteria may be credentialed as a Peer/Recovery Support Specialist P/RSSPRSS²⁵ by completing training and passing a competency ~~test exam~~ through an AHCCCS/OIFA approved Peer Support Employment Training Program (PSETP²⁶). Individuals are credentialed by the agency operating the PSETP. AHCCCS/OIFA oversees the approval of all credentialing materials including curriculum and testing tools.²⁷ Credentialing through an AHCCCS/OIFA approved PSETP Peer Support Employment Training Program²⁸ is applicable required²⁹ statewide. A Contractor shall accept³⁰ credentialing from any AHCCCS-approved program.³¹

3. Agencies may employ individuals prior to the completion of credentialing through a PSETP Peer Support Employment Training Program.³² However, other required trainings must shall be completed prior to delivering behavioral health services (see

¹⁹ Redundant

²⁰ relocated

²¹ Abbreviated

²² Updated ‘must’ to ‘shall’ throughout policy

²³ “Peer” is too ambiguous. This is a description of “peer”, not a definition “a peer”

²⁴ Clarified ‘qualify as’

²⁵ Abbreviated

²⁶ Abbreviated throughout Policy

²⁷ Moved

²⁸ Abbreviated

²⁹ Updated ‘applicable’ to ‘required’ for more emphasis

³⁰ POST APC CHANGE: revised language to “A contractor shall accept credentialing from any AHCCCS-approved program”

³¹ Included language a Contractor may not deny credentialing from an approved program if it is not in their service area

³² Abbreviated

Subsection E of this Policy). An individual ~~must~~shall be credentialed as a ~~Peer/Recovery Support Specialist P/RSSPRSS~~³³ under the supervision of a qualified individual (see Subsection E of this Policy) prior to billing Peer Support Services.

4. Contractors, ~~TRBHA, and Tribal ALTCS Programs~~³⁴ ~~must~~shall ensure that individuals employed as ~~Peer/Recovery Support Specialists P/RSSPRSS~~³⁵ have adequate access to continuing education relevant to ~~Peer~~ Support.

C. PEER SUPPORT EMPLOYMENT TRAINING PROGRAM APPROVAL PROCESS

AHCCCS/OIFA oversees the approval of all credentialing materials including curriculum and testing tools.³⁶ Peer Support employment training is not a billable service for costs associated with training an agency's own employees.³⁷

Peer Support training program providers shall follow the review process as outlined below³⁸:

1. A PSETP Peer Support Employment Training Program must~~shall~~ submit its ~~program training curriculum, competency exam, and exam scoring methodology (including an explanation of accommodations or alternative formats of program materials available to individuals who have special needs)~~ to AHCCCS/OIFA. Training curriculum materials shall include but are not limited to:
 - a. Student and trainer manuals,
 - b. Handouts,
 - c. Homework,
 - d. Final exam, and
 - e. Any other classroom materials, including an explanation of accommodations or alternative formats of program materials available to individuals with special needs.

AHCCCS/OIFA will issue feedback or approval of the curriculum,~~competency exam, and exam scoring methodology material~~³⁹ in accordance with subsection ~~E-D~~⁴⁰ of this policy.

- 1.2. ~~Approval of curriculum is binding for no longer than three years after AHCCCS approval. Three years after initial approval and thereafter, the program must resubmit~~

³³ ~~Abbreviated~~

³⁴ ~~Included TRBHA and Tribal ALTCS Programs~~

³⁵ ~~Abbreviated~~

³⁶ ~~Moved from B2~~

³⁷ ~~Language take from the Covered Service Guide~~

³⁸ ~~Added sentence to clarify Contractor's responsibility; not the individual seeking training~~

³⁹ ~~Section revised for clarity and flow~~

⁴⁰ ~~Section moved with revision~~

~~its curriculum for review and re-approval.~~⁴¹ If a program makes substantial changes (meaning e.g. change to content, classroom time, etc.) to its curriculum or if there is an addition to required elements (see Subsection E of this Policy) ~~during this three-year period,~~⁴² the program **must**~~shall~~ submit the updated content to AHCCCS/OIFA for review and approval.

3. AHCCCS/OIFA will base approval of the curriculum, competency exam, and exam-scoring methodology only on the elements ~~included~~ **required** in this Policy. If a ~~PSETP Peer Support Employment Training Program~~⁴³ requires regional or culturally specific training exclusive to a GSA or tribal community, the specific training cannot prevent employment or transfer of ~~Peer /Recovery Support Specialist P/RSSPRSS~~⁴⁴ **credential approval**⁴⁵ based on the additional elements or standards.

~~Peer support employment training is not a billable service for costs associated with training an agency's own employees.~~⁴⁶

~~2.~~

COMPETENCY EXAM

~~Individuals seeking credentialing and employment as a Peer/Recovery Support Specialist P/RSS~~⁴⁷ **must complete and pass a competency exam with a minimum score of 80% upon completion of required training. Each Peer Support Employment Training Program has the authority to develop a unique competency exam. However, a**⁴⁸ **All exams must include at least one question related to each of the curriculum core elements listed in see Subsection E. If an individual does not pass the competency exam, the Peer Support Employment Training Program may require that the individual repeat or complete additional training prior to taking the competency exam again.**

~~Individuals credentialed in another state must submit their credential to AHCCCS/OIFA. The individual must demonstrate their state's credentialing standards meet those of AHCCCS prior to recognition of their credential.~~

D. PEER SUPPORT EMPLOYMENT TRAINING CURRICULUM STANDARDS

⁴¹ ~~Duplicative and administratively burdensome.~~

⁴² ~~Deleted for consistency with changes~~

⁴³ ~~Abbreviated~~

⁴⁴ ~~Abbreviated~~

⁴⁵ ~~Corrected~~

⁴⁶ ~~Language take from the Covered Service Guide~~

⁴⁷ ~~Abbreviated~~

⁴⁸ ~~Shortened for clarity~~

1. A ~~PSETP Peer Support Employment Training Program~~ curriculum ~~must~~shall include the following core elements:
 - a. Concepts of Hope and Recovery
 - i. Instilling the belief that recovery is real and possible,
 - ii. The history of—the recovery movements (e.g. Self-Help, Consumer/Survivor/Ex-Patient, Neurodiversity), etc.⁴⁹and the v
 - iii. Varied ways that behavioral health issues have been viewed and treated over time and in the present⁵⁰,
 - ii.iv. Appreciating different perspectives of recovery and other ways of thinking about behavioral health.⁵¹
 - iii.v. Knowing and sharing one’s story of a recovery journey and how one’s story can assist others in many ways,
 - ~~iv.vi. Mind Body Spirit connection and H~~holistic approach to recovery addressing mental, behavioral, emotional, and physical health⁵², and and
 - ~~v.vii. Overview of the Service Plan (SP) and its purpose.~~
 - b. Advocacy and Systems Perspective
 - ~~i.—~~Overview of state and national behavioral health system infrastructure and the history of Arizona’s behavioral health system,⁵³
 - ~~i. Stigma and e~~E⁵⁴
 - ~~ii. e~~Effective stigma reduction strategies —;—countering self-stigma;; role modeling recovery,; and valuing the lived experience,
 - iii. Introduction to organizational change - how to utilize person-first language and energize one’s agency around recovery, hope, and the value of Ppeer Ssupport,
 - iv. Creating a sense of community;~~—~~creating in⁵⁵ a safe and supportive environment,
 - v. Forms of advocacy and effective strategies – consumer rights and navigating the behavioral health system, and
 - vi. ~~Introduction to~~Overview of⁵⁶ the Americans with Disabilities Act (ADA).
 - c. Psychiatric Rehabilitation Skills and Service Delivery
 - i. Strengths based approach;; identifying one’s own strengths and helping others identify theirs;; building resilience,
 - ii. Distinguishing between sympathy and empathy, emotional intelligence,
 - iii. Understanding learned helplessness;; ~~what it is,~~⁵⁷ how it is taught and how to assist others in overcoming its effects,

⁴⁹ Provided examples

⁵⁰ Made into standalone item

⁵¹ New addition

⁵² Revised language for clarity

⁵³ Duplicative with AMPM 1060

⁵⁴ Shortened for brevity

⁵⁵ Shortened for brevity

⁵⁶ Changed for better flow.

⁵⁷ Was redundant

- iv. Introduction to motivational interviewing;⁵⁸ communication skills and active listening,
 - v. Healing relationships – building trust and creating mutual responsibility,
 - vi. Combating negative self-talk; ~~–~~ noticing patterns and replacing negative statements about one’s self; ~~–~~ using mindfulness to gain self-confidence and relieve stress,
 - vii. Group facilitation skills, and
 - viii. Introduction to Culturally & Linguistically Appropriate Services (CLAS) Standards, ~~is~~ ⁵⁸ ~~t~~ The role of culture in recovery.
- d. Professional Responsibilities of the ~~PRSS Peer Support Employee~~ ⁵⁹ and Self Care in the Workplace: ~~are qualified individuals that must~~ ~~shall receive training on the following elements prior to delivering any covered behavioral health services~~ ⁶⁰:
- i. Professional boundaries and ~~codes of~~ ⁶¹ ~~ethics unique to the role of a PRSS, – the varied roles of the helping professional, collaborative supervision and the unique features of the Peer/Recovery Support Specialist,~~ ⁶²
 - ii. Confidentiality laws and information sharing – understanding the Health Insurance Portability and Accountability Act (HIPAA) ⁶³;
 - iii. ~~ii.~~ Responsibilities of a mandatory reporter; ~~;~~ what to report and when,
 - iii. Understanding common signs and experiences of mental illness, substance ~~ab~~ ⁶⁴ use, addiction, ~~Opioid Use Disorder (OUD)~~ ⁶⁵, and trauma,
 - iv. ~~Overview~~ ~~orientation of~~ ~~to~~ commonly used medications and potential side effects, ⁶⁶
 - v. Guidance on proper service documentation, billing and using recovery language throughout documentation, ~~and~~
 - vi. Self-care skills and coping practices for helping professionals, the importance of ongoing supports for overcoming stress in the workplace, resources to promote personal resilience; ~~;~~ and;
 - vi. ~~vii.~~ ~~U~~nderstanding burnout and using self-awareness to prevent compassion fatigue, vicarious trauma and secondary traumatic stress. ⁶⁷

~~2. For a comprehensive list of all trainings Peer/Recovery Support Specialists shall complete, please see AMPM 1060: Training Requirements for RBHAs and Behavioral Health Providers. Peer/Recovery Support Specialists PRSS employed in Community Service Agencies (CSAs) must~~ ~~shall~~ complete additional trainings as

⁵⁸ ~~Duplicative with AMPM 1060~~

⁵⁹ ~~Abbreviated~~

⁶⁰ ~~Removed for clarity~~

⁶¹ ~~Examples to be included in attachments~~

⁶² ~~Reworded for clarity~~

⁶³ ~~Duplicative with AMPM 1060~~

⁶⁴ ~~Changed to reflect current language~~

⁶⁵ ~~Added reference to OUD as is part of contract language~~

⁶⁶ ~~Made a standalone element~~

⁶⁷ ~~Made a standalone element~~

~~required in AMPM Policy 965x: CSA Training, Credentialing and Oversight Requirements. Some curriculum elements may include concepts included in required training, as described in AMPM Policy 1060, Training Requirements. Peer support employment training programs ~~must~~ shall not duplicate training required of individuals for employment with a licensed agency or Community Service Agency (CSA). Training elements in this section are specific to the Peer/Recovery Support Specialist's role in the public behavioral health system and instructional for peer-delivered services.~~^{68, 69}

~~3.2.~~

~~4. For a list of references to assist in developing a curriculum that addresses the topics listed in the Curriculum Standards, see Exhibit 8.~~⁷⁰

~~5.3.~~ Contractors ~~must~~ shall develop and make available policies and procedures as well as additional resources for development of curriculum, including Contractor staff contacts for questions or assistance.

E. COMPETENCY EXAM

~~Individuals seeking credentialing and employment as a PRSS shall complete and pass a competency exam with a minimum score of 80% upon completion of required training. Each PSETP Peer Support Employment Training Program⁷¹ has the authority to develop a unique competency exam. ⁷²All exams shall include at least one question related to each of the curriculum core elements listed in see Subsection D. If an individual does not pass the competency exam, the PSETP Peer Support Employment Training Program⁷³ may allow ~~require that~~ the individual to ~~retake~~ repeat or complete additional training prior to taking the competency exam again.~~

F. INTER-STATE RECIPROCITY

~~Individuals credentialed in another state shall submit their credential to AHCCCS/OIFA through the Contractor or employing provider. The individual shall demonstrate ~~their~~ the other state's credentialing standards meet those of AHCCCS/OIFA⁷⁴ prior to recognition of their credentials.~~⁷⁵

G. SUPERVISION OF PEER/ RECOVERY SUPPORT SPECIALISTS

⁶⁸ Removed due to separating policies

⁶⁹ Redirects to AMPM 1060 and 96x for list of all required trainings

⁷⁰ Removed

⁷¹ Abbreviated

⁷² Shortened for clarity

⁷³ Abbreviated

⁷⁴ Added for consistency

⁷⁵ Created new section F to indicate break out for out of state PRSS

Contractors shall establish amount and duration of supervision of PRSS and follow the requirements⁷⁶ outlined below⁷⁷:

- ~~1. Agencies employing Peer/Recovery Support Specialists P/RSSPRSS⁷⁸ must shall~~ provide supervision by individuals qualified as Behavioral Health Technicians or Behavioral Health Professionals. ~~Supervision must shall⁷⁹ be appropriate to the services being delivered and the Peer/Recovery Support Specialist’s qualifications as a Behavioral Health Technician, Behavioral Health Professional or Behavioral Health Paraprofessional⁸⁰.~~ Supervision must shall be documented and inclusive of both clinical and administrative supervision.
- ~~2.1.~~
- ~~3. Individuals providing supervision must shall⁸¹ maintain current knowledge of best practices in providing supervision to Peer/Recovery Support Specialists.~~
⁸² Contractors must shall ensure supervisors of Peer/Recovery Support Specialists P/RSSPRSS⁸³ have adequate access to continuing education relevant to Peer Support.
- ~~4.2.~~
- ~~3. The~~⁸⁴ Contractors must shall develop and make available to the providers, policies and procedures regarding resources available to agencies for establishing supervision requirements and any expectations for agencies regarding Contractor monitoring/oversight activities for this requirement.
- ~~5.~~

E.F. PROCESS FOR SUBMITTING EVIDENCE OF CREDENTIALING

- ~~1. Contractors shall ensure provider a~~ Agencies maintain documentation of employing Peer /Recovery Support Specialists P/RSS⁸⁵ ~~who are providing peer support services are responsible for keeping records of required qualifications and credentialing for PRSS. Contractors must ensure that P/RSS Peer /Recovery Support Specialists⁸⁶ meet qualifications and have credentials, as described in this policy.~~⁸⁷
2. Contractors must shall develop and make available to providers policies and procedures that describe monitoring and auditing/oversight activities where personnel

⁷⁶ Updated from guidelines to requirements for consistency

⁷⁷ Added sentence to clarify it is Contractor’s responsibility

⁷⁸ Abbreviated

⁷⁹ “shall” was misplaced. See location below.

⁸⁰ Removed for redundancy

⁸¹ “shall” was misplaced

⁸² Duplicative language removed

⁸³ Abbreviated

⁸⁴ Removed for consistency

⁸⁵ Abbreviated

⁸⁶ Abbreviated

⁸⁷ Restructured entire section for flow

files of ~~P/RSS/PRSS Peer Support Specialists/Recovery Support Specialists~~⁸⁸ are reviewed.

3. Contractors shall submit information noting PRSS involvement in service delivery, as specified in contract.⁸⁹

(placeholder) Recovery Support Specialist Involvement in service delivery for person with SMI/GMH/SA⁹⁰

⁸⁸ ~~Abbreviated~~

⁸⁹ ~~Added language from Contracts regarding RSS deliverable~~

⁹⁰ ~~Not needed since item 3 addresses the contract deliverable~~