

What is a Credentialed Parent Peer/ Family Support Partner ?

A Credentialed Parent Peer/ Family Support Partner (CPPFSP, or Support Partner) is someone who has personal experience supporting a child or adult with a behavioral health challenge or substance use disorder. They have been trained to use their experience to help others access services.

How can I help families by becoming a Support Partner?

After you are trained, you can support the family* of an individual receiving behavioral health services by:

- Sharing your experience to create emotional connection,
- Educating others on how to access services,
- Connecting to others through groups or one-on-one activities,
- Developing coping and self-care skills,
- Inspiring hope which helps others grow and recover.



A Support Partner can work in a behavioral health center. Any AHCCCS member who has a behavioral health need, and their family, can use a Support Partner.

If you are a parent, natural support, or family member and want to use your experience to support others consider becoming a Support Partner.

How do I become a Support Partner?

To be employed as a Support Partner in Arizona, you must complete an approved training program and pass an exam. Many different training programs are available. Some offer specialized training in areas of criminal justice, helping foster children, helping those with a Serious Mental Illness designation, and helping those with substance use disorder or opioid use disorder.

See page two for a list of approved training programs. Contact the program to enroll. If you have questions, contact your health plan's Office of Individual and Family Affairs.

*Family is defined by the member.

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 APPROVED CREDENTIALLED PARENT/PEER FAMILY SUPPORT PARTNER (CPPFSP) TRAINING PROGRAMS

AZ Complete Health	520-809-6483	advocates@azcompletehealth.com
United Healthcare	602.255.1638	advocate.oifa@uhc.com
University of Arizona	520-621-1642	

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/completecure</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>

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS

<p>Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure</p>	<p>Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org</p>	<p>Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com</p>
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