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
602.248.0368

Helping Ourselves Pursue Enrichment (HOPE), Inc.
Tucson, Yuma, Apache Junction, Sierra Vista, Douglas, Safford, Nogales
hopearizona.org
hopearizona.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
928.442.9205

Center for Health Empowerment
Education Employment Recovery Services (CHEEERS)
Phoenix
tcheeers.org
602.246.7601

Stand Together and Recover (STAR)
Centers
Avondale, Phoenix, Mesa
thestarcenters.org
602.231.0071

Hope Lives/Vive La Esperanza
Phoenix, Flagstaff
vivehopelives.org
1.855.747.6522

Coyote TaskForce – Our Place Clubhouse/Café 54 and Truck 54
Tucson
ourplaceclubhouse.org
520.884.5553

Transitional Living Center Recovery (TLCR)
Yuma, Casa Grande
tlcrecoveryaz.com
928.261.8668

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.

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.

Reference: AMPM 310-B
# AHCCCS Health Plan Contacts

## AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Customer Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona Complete Health - Complete Care Plan</td>
<td>1-888-788-4408</td>
<td><a href="http://azcompletehealth.com/completecare">azcompletehealth.com/completecare</a></td>
</tr>
<tr>
<td>Mercy Care</td>
<td>1-800-624-3879</td>
<td><a href="http://mercycareaz.org">mercycareaz.org</a></td>
</tr>
<tr>
<td>Care 1st Health Plan</td>
<td>1-866-560-4042</td>
<td><a href="http://care1staz.com">care1staz.com</a></td>
</tr>
<tr>
<td>Magellan Complete Care</td>
<td>1-800-424-5891</td>
<td><a href="http://mccofaz.com">mccofaz.com</a></td>
</tr>
<tr>
<td>Banner – University Family Care</td>
<td>1-800-582-8686</td>
<td><a href="http://bannerufc.com/acc">bannerufc.com</a></td>
</tr>
<tr>
<td>United Healthcare Community Plan</td>
<td>1-800-348-4058</td>
<td><a href="http://uhccommunityplan.com">uhccommunityplan.com</a></td>
</tr>
<tr>
<td>Health Choice Arizona</td>
<td>1-800-322-8670</td>
<td><a href="http://healthchoiceaz.com">healthchoiceaz.com</a></td>
</tr>
<tr>
<td>Comprehensive Medical Dental Program</td>
<td>602-351-2245 or 1-800-201-1795</td>
<td><a href="http://dcs.az.gov/cmdp">dcs.az.gov/cmdp</a></td>
</tr>
</tbody>
</table>

## AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE)

- 602-364-4558 or 800-867-5808
  - [DCS@azahcccs.gov](mailto:DCS@azahcccs.gov)

## LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Customer Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banner – University Family Care LTC</td>
<td>1-833-318-4146</td>
<td><a href="http://bannerufc.com">bannerufc.com</a></td>
</tr>
<tr>
<td>Mercy Care LTC</td>
<td>1-800-624-3879</td>
<td><a href="http://mercycareaz.org">mercycareaz.org</a></td>
</tr>
<tr>
<td>United Healthcare LTC</td>
<td>1-800-293-3740</td>
<td><a href="http://uhccommunityplan.com">uhccommunityplan.com</a></td>
</tr>
<tr>
<td>Department of Economic Security/Division of Developmental Disabilities (DES/DDD)</td>
<td>1-800-770-9500</td>
<td><a href="http://azdes.gov/ddd/">azdes.gov/ddd</a></td>
</tr>
</tbody>
</table>

## REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS

<table>
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<tr>
<th>Plan Name</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Arizona Complete Health - Complete Care Plan RBHA</td>
<td>1-888-788-4408</td>
<td><a href="http://azcompletehealth.com/completecare">azcompletehealth.com/completecare</a></td>
</tr>
<tr>
<td>Mercy Care RBHA</td>
<td>1-800-564-5465</td>
<td><a href="http://mercycareaz.org">mercycareaz.org</a></td>
</tr>
<tr>
<td>Health Choice Arizona RBHA</td>
<td>1-800-322-8670</td>
<td><a href="http://healthchoiceaz.com">healthchoiceaz.com</a></td>
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