

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
cheeers.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.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS

Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Magellan Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 dcs.az.gov/cmdp

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

602-364-4558 or 800-867-5808
DCS@azahcccs.gov

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)

Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS

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