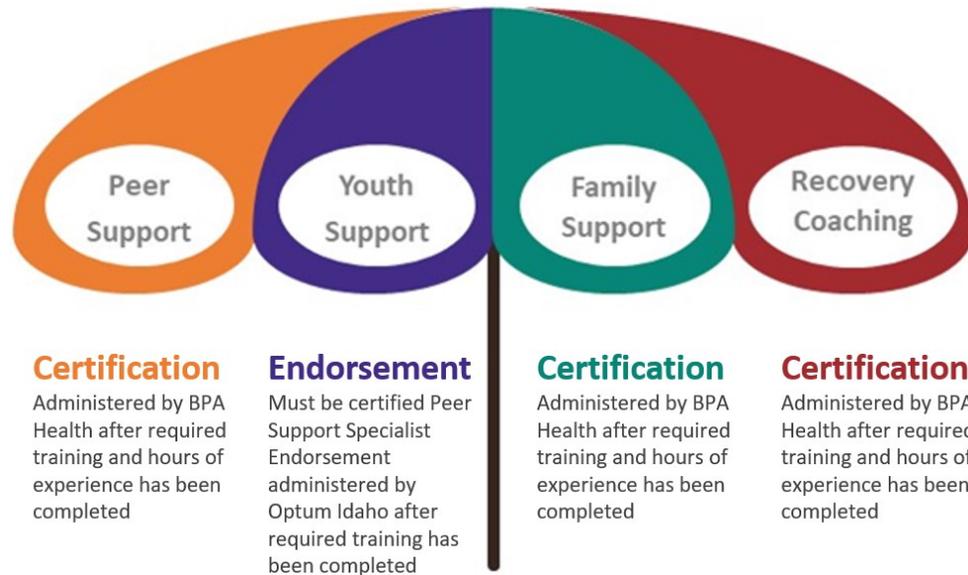


Peer Services



Defining Peer Services

Peer support workers are people who have been successful in the recovery process and choose to use their personal experience to help others in similar situations. Through shared understanding, respect, and mutual empowerment, peer support workers help people become and stay engaged in the recovery process and reduce the likelihood of relapse. Peer support services can effectively extend the reach of treatment beyond the clinical setting into the everyday environment of those seeking a successful, sustained recovery process. ([SAMHSA Substance Abuse and Mental Health Services Administration, 2020](#))

Question & Answer for Peer Services

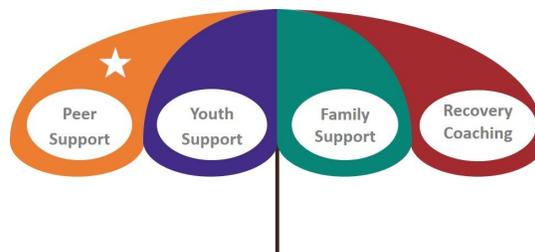
Q: What trainings are available to supervisors and agencies?

A: The Peer Services supervisor training (1109085) is designed to assist supervisors of all peer services, including understanding roles, appropriate referrals, essential skills and agency readiness. Also, the Quality of Care for Peer Services (989531) training is focused on service appropriateness, strength and resiliency factors, recovery plans, documentation and authorization/ service request *forms*.

Adult Peer Support

Description

Adult Peer Support services are provided by Certified Peer Support Specialists (CPSS) who utilize their training, lived experience and experiential knowledge to mentor, guide and coach the member as he/she works to achieve self-identified recovery and resiliency goals. These services are designed to promote empowerment, foster self-determination and choice, and inspire hope as the member progresses through the recovery process. CPSS use their lived recovery experience from a mental health diagnosis and specific specialist training to assist adult members with defining their goals for recovery and developing a recovery plan. They also assist members with developing the skills for a proactive role in their own treatment plan and to help members connect with other members and with their self-defined community.



Provider Qualifications

A provider of Adult Peer Support:

- Has a high school degree or equivalent
- Has had lived experience with mental health illness or mental health illness co-occurring with substance use disorder
- Has been in recovery for a minimum of 1 year
- Has an active Peer Support Specialist certification (idahopeercert.com)
- Is practicing within a group agency in the Optum Idaho network under Optum supervisory protocol

For more information on Adult Peer Support certification (needed prior to Youth Support endorsement):

BPA Health Peer and Family Support Certification

208-947-1300

info@idahopeercert.com

idahopeercert.com

Questions & Answers for Adult Peer Support

Q: Does a youth have to transition to Adult Peer Support once they turn 18? If so, can I go from being their Youth Support (YS) provider to their Adult Peer Support provider?

A: Yes, the member should transition to Adult Peer Support. And yes, since you should already be certified for Adult Peer Support in order to be endorsed for Youth Support, you may render this service.

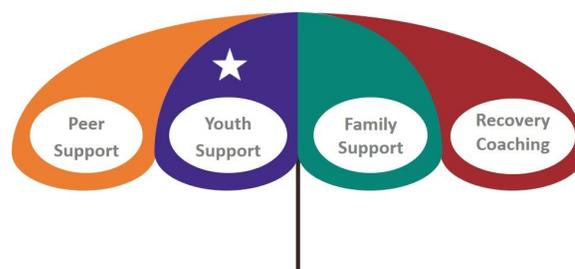
Q: Can Adult Peer Support be provided in a group setting?

A: No, Adult Peer Support is not currently available to be provided in groups at this time. (However, Youth Support can be provided in a group setting.)

Please see the [Provider Manual](#) for more information on this service.

Youth Support

Youth Support services exist under the umbrella of Peer Services. Youth Support services assist and support the member in understanding their role in accessing services and becoming informed consumers of services and self-advocacy. Youth Support may include, but is not limited to, mentoring, advocating, and educating through Youth Support activities individually or in groups. Youth Support services are provided in a context that is youth-centered, family-focused, youth-guided, strengths-based, team-based, community-based, outcome-based, culturally sensitive and responsive to each youth's psychosocial, developmental and treatment care needs.



Youth Support is intended for youth who have the capacity and ability to understand their diagnosis, needs, strengths, behaviors and symptoms to be an active participant in making decisions for their individualized care.

Provider Qualifications

A provider of Youth Support:

- Has a high school degree or equivalent
- Has had lived experience with Serious Emotional Disturbance (SED) or SED co-occurring with Substance Use Disorder (SUD) as a young adult (*standalone SUD lived experience is not eligible*)
- Has been in recovery for a minimum of one year

- Has completed the required Optum Idaho Youth Support Endorsement training ([contact Optum Idaho provider line at 1-855-202-0983 or your Provider Relation Advocate for more information](#))
- Has an active Peer Support Specialist certification (idahopeercert.com)
- Is practicing within a group agency in the Optum Idaho network under Optum supervisory protocol

It is recommended, however not mandatory, that the provider of Youth Support be between the ages of 21 and 30.

For more information on Adult Peer Support certification (needed prior to Youth Support endorsement):

BPA Health Peer and Family Support Certification

208-947-1300

info@idahopeercert.com

idahopeercert.com

For more information on Youth Support Endorsement:

If you have questions specific to the Youth Support Endorsement process, please contact Optum Idaho's Provider Relation Advocate team at optum_idaho_network@optum.com.

Questions & Answers for Youth Support

Q: Does a youth have to be enrolled in YES to receive Youth Support services?

A: No. Youth Support is a service available to all members under the age of 18 with active Idaho Medicaid coverage.

Q: How can we learn more about group facilitation?

A: Please go to the [Provider Manual](#) (Youth Support \ Additional Information) to see suggested guidelines for youth groups.

Q: How long does the Youth Support endorsement last before renewal?

A: A Youth Support provider is required to have an Adult Peer Support certification through BPA and is therefore responsible for keeping their certification up to date with the appropriate annual requirements. The Youth Support endorsement does not have a date for renewal.

Q: Is there any Continuing Education (CE) credit necessary to maintain the Youth Support endorsement?

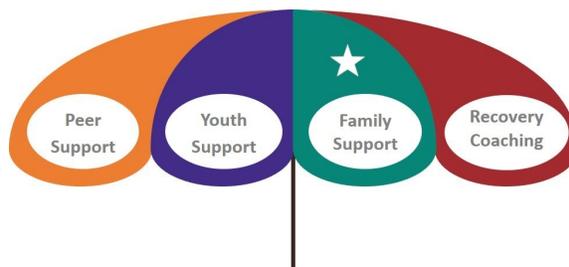
A: A Youth Support provider is required to have an adult Peer Support certification through BPA and is therefore responsible for keeping their certification up to date with the appropriate annual requirements and CEs. There are no CE requirements to maintain your Youth Support endorsement.

Please see the [Provider Manual](#) for more information on this service.

Family Support Services by Certified Family Support Partner

Description

Family Support services provide support to families and caregivers who are caring for youth who have been identified as having a serious emotional disturbance (SED) or co-occurring disorder. These services assist the entire family in their own recovery.



Family Support services are provided by a Certified Family Support Partner (CFSP) who is a parent or adult caregiver with lived experience and specialized training. This individual has acquired an understanding of another parent's situation via the shared emotional and psychological challenges of raising a child with SED. The CFSP establishes a connection and a trust with the member and family not otherwise attainable through other service relationships (e.g. counseling, psychologist, minister) or someone without the shared experience.

The purpose for these services is to help the family feel less isolated, more empowered and engaged in the community throughout the recovery process. Services aim to improve the quality of life and opportunities for recovery in the child's home, school and community.

Provider Qualifications

A Certified Family Support Partner (CFSP):

- Has at least one year of lived experience as a parent or an adult caregiver who is raising or has raised a child who lives with a mental health illness or SED with a co-occurring substance use disorder and has successfully navigated the various child-service systems of care (lived experience comes from the lessons learned raising a child before his/her 18th birthday)
- Is practicing within a group agency in the Optum Idaho network under Optum supervisory protocol
- Has an active Family Support Partner certification (idahopeercert.com)

For more information on Family Support Partner certification, please contact:

BPA Health Peer and Family Support Certification

208-947-1300

info@idahopeercert.com

idahopeercert.com

Questions & Answers for Family Support

Q: Are record and site audit tools for Family Support, Peer Support and Youth Support the same?

A: No, record & site audit tools are the same for Peer & Youth Support, but different for Family Support. Please see the audit tools on optumidaho.com.

Questions & Answers for Family Support (cont'd)

Q: Can a member receive multiple services at different agencies?

A: Yes. Members can receive multiple services at different agencies.

Q: Can a youth receive both Family Support and Youth Support?

A: Yes. A youth member can receive both Family Support and Youth Support.

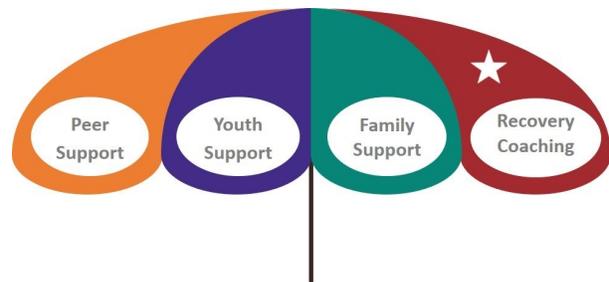
Please see the [Provider Manual](#) for more information on this service.

Recovery Coaching

Recovery Coaching

Description

Peer Support providers serving members whose most significant issue is Substance Use Disorder (SUD) are known as Recovery Coaches (RCs). The Recovery Coach serves as a personal guide and mentor for members in recovery, helping to remove barriers and obstacles, linking members to services, supports, and the recovery community. Following any episodes of drug or alcohol use or lapses in recovery, the Recovery Coach works to achieve quick turnaround in re-engaging the individual in treatment and/or recovery support. The efforts of the Recovery Coach can assist in decreasing substance use, the number and severity of relapse episodes and criminal justice involvement.



Provider Qualifications

Paraprofessionals including Recovery Coaches are required to be appropriately supervised by a qualified clinician. For further information, please review the Supervisory Protocol in your Optum Network Agreement.

Idaho Board of Alcohol/Drug Counselor's Certification (IBADCC) is the governing body for Recovery Coaching Certification. Recovery Coaches must meet the current certification requirements for performing this service. They must follow IBADCC's requirements for Recovery Coach supervision in addition to following Optum's Supervisory Protocol.

The types of Recovery Coach Certifications are as follows:

Certified Peer Recovery Coaches (CPRC) are self-identified persons in recovery who have a high school diploma or GED, have 500 hours of paid or volunteer Recovery Support experience (including supervision hours), have completed 46 hours of education/training related to the CPRC domains, and also meet required illicit drug/alcohol abstinence requirements per the [IBADCC CPRC Eligibility Criteria](#).

Certified Recovery Coaches (CRC) are individuals who have a high school diploma or GED, have 500 hours of paid volunteer recovery support experience (including supervision hours), and have completed 46 hours of education/training related to the CPRC domains per the [IBADCC CRC Eligibility Criteria](#).

Provisional Certified Peer Recovery Coaches (PCPRC) are self-identified persons in recovery who have a high school diploma or GED, and have completed 46 hours of education/training related to the PCPRCs domains and also meet required illicit drug/alcohol abstinence requirements per the [IBADCC PCPRC Manual and Application Forms](#). This provisional certification requires no upfront experience, but allows the certified individual to work toward their 500 hours of paid volunteer recovery support experience (including supervision hours) for the PCPRC certification. PCPRCs have one year from the date their application is selected to complete the required experience and take the required exam. Additional information regarding requirements and timelines are in the [IBADCC PCPRC Manual and Application Forms](#).

Provisional Certified Recovery Coaches (PCRC) are individuals who have a high school diploma or GED, and have completed 46 hours of education/training related to the PCRC domains per the [IBADCC PCRC Manual and Application Forms](#). This provisional certification requires no upfront experience, but allows the certified individual to work toward their 500 hours of paid of volunteer recovery support experience (including supervision hours) for the PCRC certification. PCRCs have one year from the date their application is selected to complete the required experience and take the required exam. Additional information regarding requirements and timelines are in the [IBADCC PCRC Manual and Application Forms](#).

For more information, IBADCC can be reached at:

1404 N. Main St. Ste #102

Meridian, ID 83642

208-468-8802 Or at ibadcc.org

Questions & Answers for Recovery Coaching

Q: What types of certificates are accepted by Optum?

A: The IBADCC issues four types of certificates that are accepted by Optum, they are Certified Peer Recovery Coaches (CPRC), Certified Recovery Coaches (CRC), Provisional Certified Peer Recovery Coaches (PCPRC) and Provisional Certified Recovery Coaches (PCRC). Please refer to the [Provider Manual](#) for additional information.

Q: Can a recovery coach obtain a criminal history background check waiver to serve Optum members?

A: No. Optum Idaho does not accept criminal history background check waivers issued by the Idaho Department of Health and Welfare. For additional information on criminal history background checks, please refer to the Network Requirements section of the [Provider Manual](#).

Q: What are the Recovery Coaching supervision requirements?

A: **1)** Optum requires that paraprofessionals be appropriately supervised by a qualified clinician. For further information, please review the supervisory protocol in your Optum Network agreement. **2)** Idaho Board of Alcohol/Drug Counselor's Certification (IBADCC) is the governing body for Recovery Coaching certification. Recovery Coaches must meet the current certification requirements for performing this service. They must also follow IBADCC's requirements for Recovery Coach supervision, as well as the Optum supervisory protocol.

Please see the [Provider Manual](#) for more information on this service.