



Peer Support Services

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Training Objectives

- Review of Clinical Coverage Policy 8G: Peer Support Services
 - Service Description & Intent
 - Covered and Non-Covered Criteria
 - Service Requirements
- Overview of the Following:
 - Person-Centered Plans (Goals & Interventions)
 - Crisis Plans
 - Coordination of Care
 - Discharge Planning

Clinical Coverage Policy 8G: Peer Support Services

Service Description & Intent

- Peer Support Services include structured, scheduled services that promote:
 - Recovery
 - Self-determination
 - Self-advocacy
 - Engagement in self-care & wellness
 - Enhancement of community living skills (utilization of natural resources)
- Structure services include:
 - Peer mentoring/coaching
 - Recovery resource connecting
 - Skills building recovery groups
 - Building community



Covered Services/Eligibility Criteria

Specific criteria covered (section 3.2.1):

- Individual has a mental health and/or substance use disorder diagnosis
- There is no evidence that alternative interventions would be equally or more effective
- The individual has documented needs in at least one or more of the following areas (***related to diagnosis***):
 - Acquisition of skills needed to manage symptoms and utilize community resources;
 - Assistance needed to develop self-advocacy skills to achieve ***decreased dependency*** on the mental health system;
 - Assistance and support needed to prepare for a successful work experience;
 - Peer modeling needed to take increased responsibilities for his or her own recovery; or
 - Peer supports needed to develop or maintain daily living skills

Considerations when determining if an individual meets criteria for peer support services:

- Is there another service that might be more appropriate for the individual's overall presentation (symptoms; social, community, recovery needs; etc.)?
 - Are the needs something that can be addressed with peer support or are they more clinical in nature?
- Are the needs identified specific to the individual's diagnosis?

Criteria Not Covered

- The following activities are NOT covered under Clinical Coverage Policy, 8G (section 4.2.1):
 - Transportation
 - Habilitative activities
 - Time spent attending/participating in recreational activities (unless tied to a specific planned social skill assistance)
 - Clinical and administrative supervision of CPSS
 - Services that have not been provided
 - Childcare services
 - Services to teach academic subjects
 - Any intervention not identified in the Person-Centered Plan (PCP)
 - Services provided to anyone other than the identified member
 - Payment for room and board

Service Requirements

Service Requirements

- See Clinical Coverage Policy 8G for the following staffing/training requirements (section 6.2)
 - General Staff Requirements
 - Roles/Responsibilities
 - Program Supervisor
 - Certified Peer Support Specialist
 - Training Requirements
- Billing Information (Attachment A in policy):
 - Modifiers:
 - HQ: Group
 - GT: Telehealth
 - KX: Audio-only

**Refer to section F in Attachment A related to allowed amount of use for telehealth and audio-only peer support contacts.*

Person-Centered Planning

Person-Centered Planning



- Person-Centered Plans are required for all individuals receiving Peer Support Services
 - Information on PCP developed can be found [here](#)
 - NC PCP Guidance Document can be found [here](#)
 - NC PCP Template can be found [here](#)
- The importance of PCP development:
 - Identifies what goals an individual wants to work towards
 - These goals should be a focus of visits between the CPSS and the individual receiving the service
 - Goals should be updated as achieved or anytime the individual wants a change
 - Outlines interventions that the CPSS will implement as part of service delivery
 - Interventions should be re-evaluated and adjusted as needed based on an individual's goals
 - Interventions should align with the intent of peer support and the structured activities outlined in policy
 - Interventions should align with [National Practice Guidelines for Peer Specialists](#)
- **Reminder: Peer support is not a clinical service. Individuals should be referred to additional services as needed.*

Crisis Plans

Crisis Plans

- A Crisis Plan is a required component for every Person-Centered Plan
 - The crisis plan template can be found [here](#)
- The development of a Crisis Plan, as with a PCP, should be a collaborative process with the individual receiving services.
 - The plan should be individualized and not “cookie cutter” across individuals.
 - The plan should be updated frequently so information remains relevant and useful.
 - An individuals Wellness Recovery Action Plan (WRAP) can be attached to their Crisis Plan
- **Note: PSS is not a “first responder” service. The PSS provider should coordinate with other service providers to ensure “first responder” coverage and crisis response.*

Coordination of Care

Coordination of Care

- While peer support specialists are not case managers, it's important to be aware of other providers involved in an individual's care.
 - Discuss with individuals the importance of self-advocacy with service providers and link to other resources as needed (i.e., individual therapy).
 - Peers should work with individuals on enhancing social networks that promote and help sustain mental health and substance use disorder recovery.
- Coordination should occur with providers that can serve as a crisis response for individuals with whom peers are working.

Discharge Planning

Discharge Planning

- Per National Practice Guidelines, peer support assist individuals in “grow[ing] from dependence on the system toward their chosen level of freedom and inclusion in the community of their choice.”
- Considerations during services for discharge planning:
 - Is building natural/community supports an ongoing discussion with individuals?
 - What barriers are present if there are difficulties in identifying these unpaid supports?
 - Are other treatment/clinical services needed to assist the individual with other needs?
 - Are goals being reviewed and adjusted throughout service delivery?



Reminders

Reminders

- Peer Support Services **should**:
 - Be individualized
 - Align with national practice standards/guidelines
 - Assist individuals with identifying natural/community supports to decrease dependency on the MH system
 - Connect individuals with other services/resources as indicated
- Peer Support Services are **not**:
 - Clinical services
 - First-responders/crisis response providers

Thank you.

Please let us know if you have any questions!