

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



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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)

Structured 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

Covered Services/Eligibility Criteria

Considerations when deciding 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):

- 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

- 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

Person-Centered Planning



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Person-Centered Planning (PCP)

PCPs are required for all individuals receiving Peer Support Services

- Identifies goals an individual wants to work towards that are impacted by their condition
 - These goals should be a focus of visits between the CPSS and the individual receiving the service
 - Goals should be updated regularly, 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.*

Signature Requirements

- No specific electronic technology is required.
- Electronic signature authentication (e.g., electronic signature date stamp and credentials) is required on PCPs and service notes by the person who provided the service and must be reflected on the date the person authenticates the document.
- The use of a cursive font in a Microsoft Word document is not a valid electronic signature.
- Provider signatures should include credentials

***** Providers must maintain written policies and procedures governing electronic signatures. These required policies and procedures are referenced in the [DHHS Record Management and Documentation Manual](#) *****

Crisis Plans



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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 tailored to the individual and not replicate the same structure or content across multiple individuals.
 - The plan should be updated frequently so information remains relevant and useful.
 - An individual's Wellness Recovery Action Plan (WRAP) can be attached to their Crisis Plan.

**Note: PSS is not a “first responder” service. The peer support specialist should coordinate with other service providers to ensure “first responder” coverage and crisis response.*

Coordination of Care



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Coordination of Care

- While peer support specialists are not case managers, it is 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



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Supports, Services, and Independence: Discharge Planning

- Per National Practice Guidelines, peer support assists 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, specific to goals/interventions related to the individual's diagnosis?*

Claims Related Information



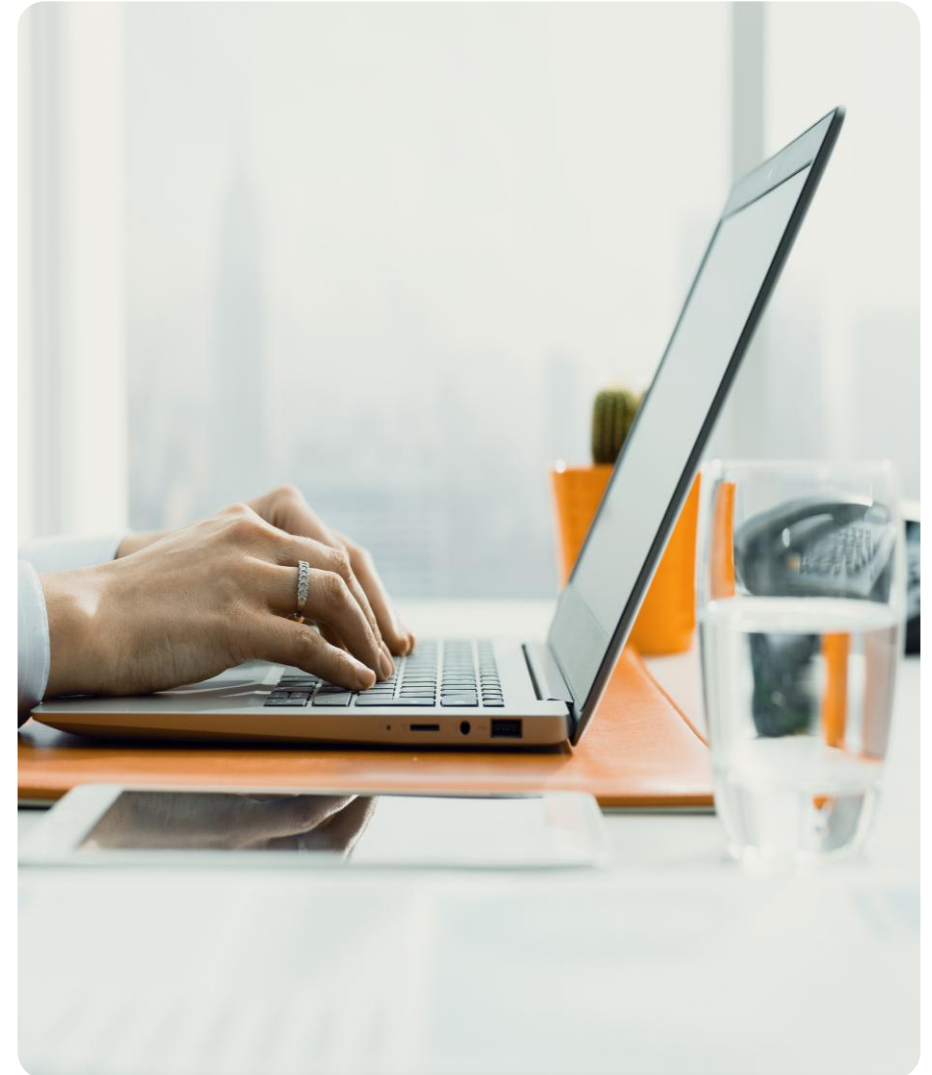
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Billing Information

- Group peer support services should be billed with the HQ modifier. Group peer support services may **not** be provided via telehealth.
- Services provided via telehealth (audio/video) should be billed with the usual place of service (i.e., office) and the telehealth modifier GT.
- Services provided telephonically should be billed with the usual place of service (i.e., office) and the telephonic modifier KX.
- Total time should be documented. Best practice is including start and stop time (i.e., 3:00pm – 4:30pm), rather than just total time.

** Refer to section F in Attachment A of Clinical Coverage Policy 8G related to allowed amount of use for telehealth and audio-only peer support contacts.*



Reminders & Resources



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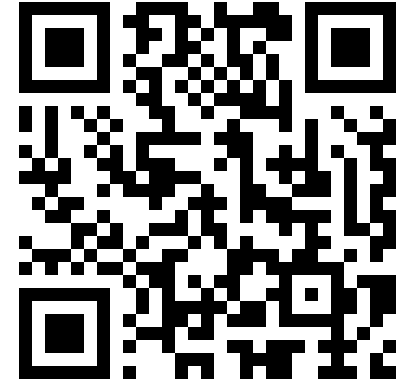
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Reminders

- 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
 - Certified Peer Support Specialists should **not** be providing clinical interventions
 - First-responders/crisis response providers

Resources

- [Peer Support Services \(PSS\), 8G \(PDF\)](#)
- [Peer Support National Practice Guidelines](#)
- Information on PCP developed can be found [here](#)
 - NC PCP Guidance Document can be found [here](#)
 - NC PCP Template can be found [here](#)
- [Carolina Complete Health Network Provider Resources](#)
- Provider Relations, NetworkRelations@cch-network.com
- Provider Engagement, ProviderEngagement@cch-network.com.
- Call [1-833-552-3876](tel:1-833-552-3876) for Provider Services.



We value your feedback, please fill out our brief survey, <https://www.surveymonkey.com/r/2B8SQGG>

Thank you.



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