

# WASHINGTON BEHAVIORAL HEALTH PEER SUPPORT SERVICES

## MEMBER AND PROVIDER INFORMATION



### What are Peer Support Services?

Peer Support services are community support services aimed at helping people with behavioral health conditions feel empowered and engaged in their recovery journey. A Certified Peer Support Specialist is someone who has personal experience with a behavioral health condition, such as a substance use disorder or a mental health condition. Peer Support Specialists use their training and experiential knowledge to help others living with similar conditions and their families achieve their recovery and resiliency goals. Peer Support services may be available at any point throughout care.

### Peer Support Services may include:

- Coaching and assisting with navigation through healthcare systems.
- Assistance accessing clinical and community support services and groups.
- Teaching and encouraging the use of tools, resources and support services.
- Supporting parents, engaging family members.
- Coordinating care with caregivers and community case workers.
- Providing information about self-care as well as support skill development.
- Helping the person become more socially connected and empowered and increasing engagement in treatment.
- Offer emotional support, share knowledge, and connection with people with similar experiences and recovery journeys.
- Renewed hope and inspiration, increased confidence and self-esteem, and increased motivation to engage in self-care and wellness.

# WASHINGTON BEHAVIORAL HEALTH PEER SUPPORT SERVICES

## MEMBER AND PROVIDER INFORMATION

### Additional Support

If you need additional support or have trouble finding Peer Support Services in your area, please contact your insurance provider's case management program.

#### Community Health Plan of Washington

Phone: 206-418-7004 or Fax: 206-652-7073 Email:  
[CareMgmtReferrals@chpw.org](mailto:CareMgmtReferrals@chpw.org)

#### Coordinated Care (Medicaid) Care Management Department

1-877-644-4613 (TTY: 711)

Send a secure email to

[caremanagement@coordinatedcarehealth.com](mailto:caremanagement@coordinatedcarehealth.com)

#### Coordinated Care Apple Health Core Connections Health Care Coordination (Foster Care)

1-844-354-9876

Send secure email to [AHCCTeam@coordinatedcarehealth.com](mailto:AHCCTeam@coordinatedcarehealth.com)

#### Molina Healthcare

Phone: 800-869-7175 ext. 142618

Provider Inquiries Email:

[MHWCMLReferrals@MolinaHealthCare.Com](mailto:MHWCMLReferrals@MolinaHealthCare.Com)

#### UnitedHealthcare

Member Services: 877-542-8997 TTY 711

Provider Inquiries Email: [wa\\_behavioralhealthreferrals@uhc.com](mailto:wa_behavioralhealthreferrals@uhc.com)

#### Wellpoint Washington, Inc.

Member and Provider Inquiries Email:

[WABHReferrals@wellpoint.com](mailto:WABHReferrals@wellpoint.com)

Member services: 833-731-2167

#### King County

Provider & Client Services line at 206-263-8997 or 1-800-790-8049

### Peer Support Resources

**Peer Washington-** connection to peer support services in WA:

<https://www.peerwa.org/services>

**A Common Voice, the Center of Parent Excellence (C.O.P.E.)-** peer support for parents and caregivers:

<https://www.acommonvoice.org/>

**Warm Line-** peer support help line:

<https://www.crisisconnections.org/wa-warm-line/>

**Teen Link-** teen peer support help line:

<https://www.teenlink.org/>

**Health Care Authority Peer support and counseling-** overview of peer support services in WA:

<https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-behavioral-health-support/peer-support-and-counseling#how-do-i-find>

**Behavioral Health Agencies Directory-** list of licensed providers offering peer support services in

WA: <https://doh.wa.gov/sites/default/files/2022-02/606019-BHADirectory.pdf>

**NAMI Peer Led Connection and Family Led Support Groups:**

<https://www.namiwa.org/support-groups>

**Dad's Move Family-Centered Peer Services and Education:**

<https://www.dadsmove.org/programs-and-services.html>

**Recovery Café Peer Support and Community Building:**

<https://recoverycafe.org/>

**Clubhouse Peer-Led Support and Resources:**

<https://clubhouse-intl.org/what-we-do/international-directory/?It=state&state=Washington&country=USA>

