Peer Specialists: Improving Services and Reducing Costs

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What if You Could….

• Decrease hospitalization rates and stop the revolving door of peers who are in and out of hospitals and ERs

• Increase HEDIS scores through 7 day post hospitalization follow up and medication refill rates

• Increase adherence to treatment by engaging peers in their own care

• Promote connection to existing community supports

• Increase physical wellness and mental wellness and sustain it
It is Possible

• Less intensity of services;

• Less cost; and

• Same or better outcomes.

Peer Providers

A peer provider (Certified Recovery Peer Specialist) is a person who uses his or her lived experience in recovery from mental illness (and or addiction), plus skills learned in formal training, to deliver services in behavioral health settings to promote mind-body recovery and resiliency.

SAMHSA Integration
Agenda

• My story
• Peer Specialist Certification in Florida
• Benefits of Peer Services
• H0038 Substitution Code
My Story – the Bad & the Ugly

• First diagnoses at age 17
• 2 state hospitalizations before disability determination
• After averaged, 1-2 hospital stays a year
• Treatment resistant mental illness with multiple diagnoses
• 45+ medication trials, consistently on cocktail of at least 5 psychiatric medications
• Physical health issues; specialists, procedures, medication
My Story – The Catalyst for Change

• In 2008, enrolled in Florida Self-Directed Care
• Paired with Certified Recovery Peer Specialist
• Chose services to enhance my recovery
• Made quarterly goals in my wellness: mental, physical, work, social and financial
• Goals to meet before discharge of program
  – Live independently in 6 months
  – Get my Bachelor’s Degree in 3 years
  – Work full-time with medical benefits in 5 years

“When the help of a peer specialist, met every goal!”
The Role of MY Peer Specialist

- Assist in the development of strengths-based, individual, SMART, goals
- Assist in the development of rehabilitation goals to get back to school and work
- Serve as an mentor & advocate for resolution of issues I was unable to resolve on my own
- Develop community support through encouragement of family communication and volunteering
- Educate on ways to maintain my wellness and recovery through his lived experience
- Provide education on navigation of community services and mental health recovery
- Role model of recovery and living well with a diagnosis
Peer Specialist Certification in Florida

- Certification is through the **Florida Certification Board**, the state ethics board
  - Also certifies Certified Addiction Professionals, Behavioral Health Technicians, and Child Welfare Professionals
- Is a true peer; this means that the peer specialist **must be a consumer of private or public mental health services**
- Individuals demonstrate **competency in the field of peer recovery**
- Meet minimum standards for professional certification, including **education, experience, training, and testing**
- Perform work according to a **professional code of ethics**
- Maintain their knowledge and skill base by **completing annual continuing education units**
Certification Application

- Application form
- Certification fee
- Assurance and release form
- Code of ethics acknowledgement form
- 1,000 hours of formal work and volunteer experience related to mental health issues for CRPS, CRPS-A, CRPS-F.
- 3 professional letters of recommendation for certification
- Applicants must provide an official transcript to document formal education.
- 40 hours of training
40 Hour Training Content

- A minimum of 2 hours must be earned for each content area.
  - Effective Advocacy
  - Identification and Treatment of Mental Health Disorders
  - Wellness Management
  - Recovery and Resiliency
  - Legal Issues in Mental Health
  - Stigma/Discrimination Issues in Mental Health
  - Ethics/Confidentiality/HIPAA
  - Awareness and Understanding of Cross Cultural/Linguistic Issues
  - Interpersonal Communication
  - Adult Education/Teaching Skills
4 Levels of Certification in Florida

- Certified Recovery Peer Specialist (CRPS)
- Certified Recovery Peer Specialist - Adult (CRPS-A)
- Certified Recovery Peer Specialist - Family (CRPS-F)
- Certified Recovery Peer Specialist - Veteran (CRPS-V)
4 Levels of Certification in Florida

• The **Certified Recovery Peer Specialist (CRPS)** credential is for those persons who possess competency in both family and adult peer mentoring. The CRPS must be a true peer; this means that the peer specialist must be a consumer of private or public mental health services AND is a first-degree relative or primary caregiver of a child diagnosed with a mental illness.

• The **Certified Recovery Peer Specialist - A (CRPS-A)** provides peer mentoring and support to individuals who are consumers of mental health service systems and achieves resiliency and recovery as defined by the individual consumer. The CRPS-A must be a true peer; this means that the peer specialist is also a consumer of public or private mental health services.
4 Levels of Certification in Florida

• The **Certified Recovery Peer Specialist - Family (CRPS-F)** credential provides peer mentoring and support to families that include at least one child diagnosed with a mental illness before his or her 24th birthday. The CRPS-F must be a true peer; this means that the peer specialist must be a first-degree relative or primary caregiver of a child diagnosed with a mental illness.

• The **Certified Recovery Peer Specialist - Veteran (CRPS-V)** provides peer mentoring and support to veterans who are consumers of mental health and substance abuse service systems to assist in achieving their individual recovery goals. The CRPS-V must be a true peer; this means that the peer specialist is a veteran who has been a consumer of public or private mental health, substance abuse or trauma services.
Requirements for Providing Medicaid Services

• Supervision must be provided by “competent mental health professionals”

• Peer support services must be coordinated with the individual’s treatment plan so that it focuses on the individual recovery goals

• Peer Specialists must complete training and certification as defined by the state in which they work
Benefits of Peer Support Services

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<tr>
<th>Benefits</th>
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<tr>
<td>• Shortened hospital stays/admissions</td>
<td>• Improved employment outcomes</td>
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<td>• Reduction in number of crisis events</td>
<td>• Improved physical health integration</td>
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<td>• Improved ability to cope with and accept illness</td>
<td>• Reduction in service utilization</td>
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<td>• Improved outreach to SMI population</td>
<td>• Helping Helps Us</td>
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<td>• Improved efficiency of intensive case management</td>
<td>• Physical Health Strategies</td>
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<td>• Improved social functioning &amp; relations with family/quality of life</td>
<td>• Connecting with community support services</td>
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Peer Supports and Hospitalizations

- Reduced hospitalization (Sherman & Porter, 1991)
- Peer support decreases hospitalizations and shortens the length of stay (Chinman, 2001)
- With one on one peer support, program participants had fewer crisis events and hospitalizations, improved social functioning, greater reduction in substance use, and improvements in quality of life compared to a non-matched comparison group (Klein, Cnaan, & Whitecraft, 1998).
- When peer support is part of hospital-based care, the results indicate:
  - shortened lengths of stays,
  - decreased frequency of admissions, and
  - a subsequent reduction in overall treatment costs
    (Chinman, Weingarten, Stayner & Davidson, 2001)
Improved Ability to Cope with & Accept Illness

• Peer support helps counter feelings of loneliness, rejection, discrimination, low self-esteem, and frustration (Anthony, 2005)

• Peer Specialists are recovery-oriented, using human-experience language, rather than being maintenance-orientated and utilizing clinical terminology and nomenclature in speech and paperwork. Activities provided by CPS are intended to achieve the identified goals or objectives as set forth in the consumer’s individualized treatment plan. Through these activities, CPSs are able to help consumers regain control over their lives (Sabin & Daniels, 2003).
Improved Outreach to SMI Population

• Peers are often seen as able to offer more credible and up to date information than professionals (Woodhouse & Vincent, 2006)

• Peers have special skills in engaging clients in supportive services as compared to non-peers (Sells, et al., 2006)
Improved Efficiency of Intensive Case Management

• Case management services plus a peer specialist counselor were associated with enhanced quality of life, fewer major life problems, and greater gains in social support for those receiving such services than for those receiving case management services without a peer (Felton et al., 1995).

• Simply having a consumer on a case management team yields significantly better outcomes compared to teams with no consumers (Davidson et al., 2003)
Reduction in Service Utilization

• Reduce overall need & use for mental health services over time (Chinman, et. al, 2001; Klein, Cnaan, & Whitecraft, 1998; Simpson & House, 2002).

• Participation in consumer delivered services is associated with decreased service utilization (Galanter, 1988; Kennedy, 1989; Raiff, 1984; Trainor, Shepherd, Boydell, Leff, & Crawford, 1997).
Improved Physical Health Integration

• Participants in a peer-led medical illness self-management program for people with psychiatric disabilities, showed significantly greater improvements in physical activity, visits to primary care doctors, medication adherence, physical health-related quality of life, and perceived ability to manage their illness and health behaviors when compared to study participants receiving usual services only (Druss, et al., 2010)

• Research in peer support and medical settings
  – Participants had significant improvements in depression, symptoms of hypoglycemia, communication with physicians, healthy eating, and reading food labels. They also had significant improvements in patient activation and self-efficacy. (Lorig, et al., 2009)
Helping Peers Helps Us Recover

• Certified peer specialists experience growth in many areas including: increased confidence in their capabilities, ability to cope with the illness, self-esteem, and sense of empowerment and hope (Solomon, 2004).

• Peer providers can also practice their own recovery, engage in self discovery, build their own support system, learn positive ways to fill time, and engage in professional growth including building job skills and moving forward toward a career goal (Gottlieb, 1982).
Physical Health Strategies

- The importance of **good nutrition** to their mental and physical health
- How to purchase nutritious food on a **limited budget**
- How to **address modifiable health risk factors** such as obesity and diabetes
- How to self-identify and **self-monitor health issues**
- How to **set health goals** while also managing mental health
- Supporting a person’s practicing of the **articulation of personal health needs** and goals so that these needs are known and addressed
- How to encourage a person’s follow-up and **ultimate self-management** of his/her health

(Pillars of Peer Support, 2010)
H0038 Implementation

• The Center for Medicare and Medicaid Services (CMS) recognizes peer support providers as a distinct provider type for the delivery of support services and considers it an evidence-based mental health model of care.

• In 2001, Georgia and Arizona were among the first states to be approved for Medicaid coverage of Certified Peer Specialists.

• At least 30 states utilize H0038.
Map of States Providing Medicaid Peer Provider Services

Peer Support Medicaid States are in Pink

Florida is not pink. Yet.
Florida H0038:
Self-help/Peer Substitution Service

- **Service Description** - Services may include: peer specialist activities, peer mentoring, peer education, recovery coach services and mental health services provided by peers. Does not include: paperwork for consumers, attendance at NAMI or other consumer support meetings, offering meeting space for consumer meetings, travel time or transportation of consumers, peer specialist time that is not spent on education or self-help activities, or other administrative services.

- **Provider Qualifications** - Those qualified by training & certification to perform this service under the supervision of a licensed master's level clinician

- **Documentation Required** - Services must provide a documented support and/or treatment benefit to PMHP enrollees. Services must be individualized and demonstrate a recovery and resiliency focus.

- **Service Setting** - Face-to-Face with Client Present

- **Unit of Service** - 15 minutes

- **Reimbursement /Service Limits** - 16 units per day.

(Exhibit D-1 Managed Medical Assistance (MMA) Program, 2013)
H0038: Open Doors

- Peer support as a specific type of service will enhance a recovery-based system of care that fully integrates physical health and mental health.
- An increase in peer specialist jobs will allow individuals with serious mental illnesses an opportunity to have meaningful work as they transition back into the workforce.
- H0038 is an effective way to extend the limited behavioral health workforce in the face of increased demand.
- Peer services work.
  - Evidenced based approach
  - There are measurable outcomes.
  - We save money.
Contact Information

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