

**Treatment for Substance Use  
Disorder in Centennial Care  
UnitedHealthcare Community  
Plan of New Mexico  
October 2015**

# Medicaid Covered Services



## Allowed Substance Use Disorder Services:

**Comprehensive Community Support Services:** Provided by CSA's and the service is administered by Community Support Workers.

**Family Support Services:** Provided by a CSA utilizing Certified Family Support Workers.

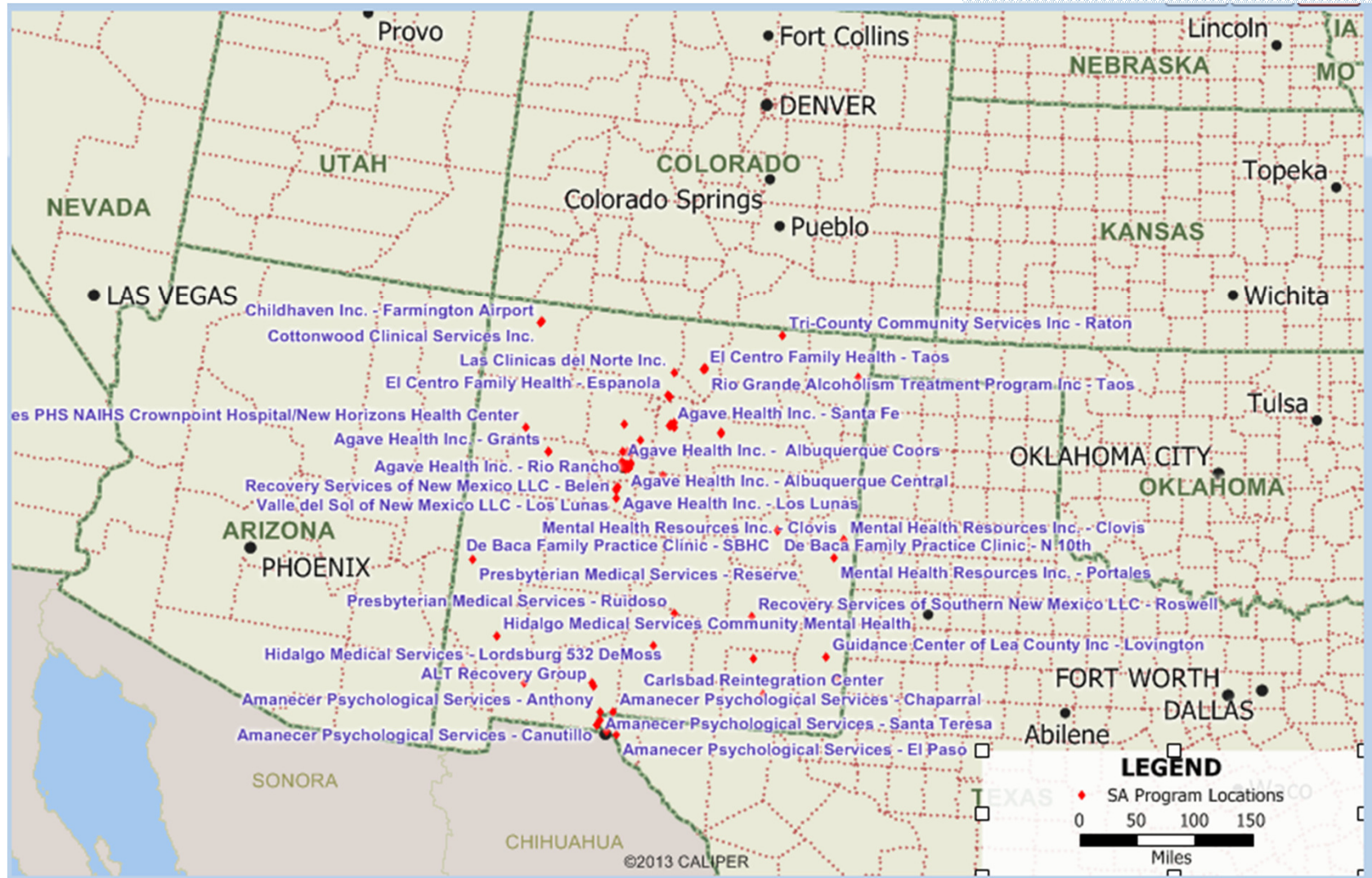
**Intensive Outpatient Services (IOP):** This is for members 13 years of age and older and is an intensive outpatient program usually meeting three times a week for 3 hours, for a duration of 6-8 weeks. Most CSA's have this service and other providers as well.

**Medication assistance for opioid addiction:** Medication assisted treatment services through an opioid treatment center.

**Recovery Services:** Services provided in a CSA setting administered by Certified Peer Support Workers in a group setting.

**Accredited Residential Treatment center:** Service to provide for youth and adolescents age 13-18 in a residential setting.

# Map of Substance Use Programs



# Adult IOP



Provider	Provider	Provider	Provider	Provider	Provider
Agave Health Inc. - Albuquerque Coors	2551 Coors Blvd NW, Albuquerque, NM 87120	IOP age 18 and up	18 and up	Albuquerque	Bernalillo
Agave Health Inc. - Albuquerque Central	202 Central Avenue SE, Albuquerque, NM 87102	IOP age 18 and up	18 and up	Albuquerque	Bernalillo
Agave Health Inc. - Grants	210 E. Santa Fe Avenue Suite A, Grants, NM 87020	IOP age 9-21	age 9-21	Grants	Cibola
Agave Health Inc. - Los Lunas	Henry Perea Building 750 Morris Road SW, Los Lunas, NM 87031	IOP age 18 and up	18 and up	Los Lunas	Valencia
Alamo Navajo Health Center	NM Hwy 169 Mile Marker 29, Alamo, NM 87825	IOP all ages	all ages	Alamo	Santa Fe
Cottonwood Clinical Services Inc.	511 E 20th Street, Farmington, NM 87401	IOP Adult age 18-70	age 18-70	Farmington	San Juan
De Baca Family Practice Clinic - N 10th	546 N 10th Street, Fort Sumner, NM, 88119	IOP Substance Abuse age 18 and Up	age 18 and up	Fort Sumner	De Baca
Desert Hills - IOP	5310 Sequoia Road NW, Albuquerque, NM, 87120	IOP age 14 and up	age 14 and up	Albuquerque	Bernalillo
Focused Recovery of New Mexico	3901 Georgia Street NE Suite C-3, Albuquerque, NM, 87110	IOP age 18 and up	age 18 and up	Albuquerque	Bernalillo
Guidance Center of Lea County Inc - Hobbs	920 W Broadway Street, Hobbs, NM, 88240	IOP for Adults age 18 and up	age 18 and up	Hobbs	Lea
Hidalgo Medical Services - Lordsburg 532 DeMoss	532 De Moss Street, Lordsburg, NM, 88045	IOP age 18 and up	age 18 and up	Lordsburg	Hidalgo
Hidalgo Medical Services Community Mental Health	1720 E 32nd Street, Silver City, NM, 88061	IOP age 18 and up	age 18 and up	Silver City	Grant
La Casa Behavioral Health	110 E. Mesalero	IOP age 18 and up (Tentative)	18 and up	Roswell	Chaves
La Clinica de Familia Inc. - Anthony - N Anthony	880 N Anthony Drive Suite 8A, 12	Adult IOP	age 18 and up	Anthony	Dona Ana
La Clinica de Familia Inc. - Griggs	100 W Griggs Avenue	Adult IOP	age 18 and up	Las Cruces	Dona Ana
Mental Health Resources Inc. - Clovis	1621 Sutter Place, Clovis, NM, 88101	IOP age 18 and up	age 18 and up	Clovis	Curry
Mental Health Resources Inc. - Clovis	1100 W 21st Street, Clovis, NM, 88101	IOP age 18 and up	age 18 and up	Clovis	Curry
New Mexico Solutions - ACT	707 Broadway Blvd NE Suite 500	IOP age 18 and up	age 18 and up	Albuquerque	Bernalillo
Peak Behavioral Health Services	5045 McNutt Road, Santa Teresa, NM, 88008	IOP age 12 and up M W F Adults 9-3 Kids 4-9	age 12 and up	Santa Teresa	Dona Ana
Perfectly Imperfect	514 Monroe Street SE, Albuquerque, NM, 87108	IOP age 18-65	age 18-65	Albuquerque	Bernalillo
Rio Grande Alcoholism Treatment Program Inc - Las Vegas	2301 7th Street Suite A, Las Vegas, NM, 87701	IOP age 18 and up	age 18 and up	Las Vegas	San Miguel
Rio Grande Alcoholism Treatment Program Inc - Taos	224 Cruz Alta Road Suite J, Taos, NM, 87571	IOP age 18 and up	age 18 and up	Taos	Taos
Rio Grande Counseling and Guidance	1010 Las Lomas Rd Suite 4 NE, Albuquerque, NM 87102	IOP age 18 and up Same day walk in assessment is offered	age 18 and up	Albuquerque	Bernalillo
Santa Fe Mountain Center Inc. - Espanola	509 Paseo de Onate, Espanola, NM, 87532	IOP up to age 18/21	up to age 21	Espanola	Rio Arriba
Santa Fe Mountain Center Inc. - Santa Fe	1160 Parkway Drive, Santa Fe, NM, 87507	IOP up to age 18/21	up to age 21	Santa Fe	Santa Fe
Santa Fe Recovery Center Inc - Espanola	510 North Paseo de Onate, Espanola, NM, 87532	IOP ages 18 and up	age 18 and up	Espanola	Rio Arriba
Santa Fe Recovery Center Inc - Santa Fe	4100 Lucia Lane, Santa Fe, NM, 87507	IOP ages 18 and up	age 18 and up	Santa Fe	Santa Fe
Southwest Family Guidance Center LLC - Albuquerque Rio Grande	2221 Rio Grande Blvd NW, Albuquerque, NM, 87104	IOP age 12 and up	age 12 and up	Albuquerque	Bernalillo
Streetwise Inc.	3232 Candaleria NE, Albuquerque, NM, 87107	IOP age 18 and up adult	age 18 and up	Albuquerque	Bernalillo
Tri-County Community Services Inc - Raton	220 4th Avenue, Raton, NM, 87740	IOP age 18 and up	age 18 and up	Raton	Colfax
University Behavioral Health of El Paso (Out of State Provider) - El Paso Denver	1900 Denver Avenue, El Paso, TX, 79902	IOP age 18 and up	age 18 and up	El Paso	El Paso
Valle del Sol of New Mexico LLC - Bernalillo	301 S Camino Del Pueblo, Bernalillo, NM, 87004	IOP age 18 and up	age 18 and up	Bernalillo	Sandoval
Valle del Sol of New Mexico LLC - Grants	906 N 1st Street, Grants, NM, 87020	IOP age 18 and up	age 18 and up	Grants	Cibola
Valle del Sol of New Mexico LLC - Los Lunas	428 S Los Lentes Road, Los Lunas, 87031	IOP age 18 and up	age 18 and up	Los Lunas	Valencia
Valle del Sol of New Mexico LLC - Moriarty	717 W Abrahames Road Suite D, Moriarty, NM, 87035	IOP age 18 and up	age 18 and up	Moriarty	Torrance
Zuni Recovery Center	101 D Avenue Blackrock, Zuni, NM, 87327	IOP age 12 and up	age 12 and up	Zuni	McKinley

# Adolescent IOP



Provider	Address	Services Offered	Ages served	City	County
Agave Health Inc. - Albuquerque Central	202 Central Avenue SE, Albuquerque, NM 87102	IOP age 13-18 (see More Information) As of 7/31 they will take referrals for IOP age 13-18 then depending on referrals they will see when IOP can start	age 13-18	Albuquerque	Bernalillo
Agave Health Inc. - Grants	210 E. Santa Fe Avenue Suite A, Grants, NM 87020	IOP age 9-21	age 9-21	Grants	Cibola
Agave Health Inc. - Los Lunas	Henry Perea Building 750 Morris Road SW, Los Lunas, NM 87031	Adolescent IOP for age 13-17	age 13-17	Los Lunas	Valencia
Agave Health Inc. - Rio Rancho	541 Quantum Road NE, Rio Rancho, NM 87124	Adolescent IOP age 12-18	age 12-18	Rio Rancho	Sandoval
Agave Health Inc. - Santa Fe	2504 Camino Entrada, Santa Fe, NM 87507	Santa Fe Adolescent IOP age 13-18	age 13-18	Santa Fe	Santa Fe
Alamo Navajo Health Center	NM Hwy 169 Mile Marker 29, Alamo, NM 87825	Substance Abuse all ages	all ages	Alamo	Santa Fe
Alamo Navajo Health Center	NM Hwy 169 Mile Marker 29, Alamo, NM 87825	IOP all ages	all ages	Alamo	Santa Fe
Albuquerque Reintegration Center-Girls	3409 Pan American Freeway NE, Albuquerque, NM 87107	Substance abuse ages 16-21	age 16-21	Albuquerque	Bernalillo
Amanecer Psychological Services - Anthony	785 Anthony Drive, Anthony, NM 88021	Substance Abuse age 12 and up	age 12 and up	Anthony	Dona Ana
Amanecer Psychological Services - Canutillo	6621 Doniphan Suite G, Canutillo, TX 79835	Substance Abuse age 12 and up	age 12 and up	Canutillo	
Amanecer Psychological Services - Chaparral	320 McCombs Road Suite C, Chaparral, NM 88081	Substance Abuse age 12 and up	age 12 and up	Chaparral	Dona Ana
Amanecer Psychological Services - El Paso	1219 Barranca Drive, El Paso, TX 79935	Substance Abuse age 12 and up	age 12 and up	El Paso	
Amanecer Psychological Services - Santa Teresa	5305 McNutt Road, Santa Teresa, NM, 88008	Substance Abuse age 12 and up	age 12 and up	El Paso	
Carlsbad Reintegration Center	106 N Mesquite Street, Carlsbad, NM, 88220	Substance Abuse age 16-21	age 16-21	Carlsbad	Eddy
Childhaven Inc. - Farmington Airport	406 Airport Drive, Farmington, NM, 87401	Adolescent Substance Abuse counseling age 13-18	age 13-18	Farmington	San Juan
Childhaven Inc. - Farmington Airport	406 Airport Drive, Farmington, NM, 87401	Individual Adolescent counseling for Substance Abuse age 13-18	age 13-18	Farmington	San Juan
Childhaven Inc. - Farmington Airport	406 Airport Drive, Farmington, NM, 87401	Group Adolescent counseling for Substance abuse age 13-18	age 13-18	Farmington	San Juan
Cottonwood Clinical Services Inc.	511 E 20th Street, Farmington, NM 87401	IOP Adolescent age 13-17	age 13-17	Farmington	San Juan
De Baca Family Practice Clinic - SBHC	1001 Sumner Avenue, Fort Sumner, NM, 88119	Substance Abuse age 13-18	age 13-18	Fort Sumner	De Baca
Department Human Health Services PHS NAIHS Crownpoint Hospital/New Horizons Health Center	3 Navarre Blvd East, Thoreau, NM, 87323	Substance Abuse any age	any age	Thoreau	McKinley
Department Human Health Services PHS NAIHS Crownpoint Hospital/New Horizons Health Center - Crownpoint	NM State Road 371 Navajo Route 9, Crownpoint, NM, 87313	Substance Abuse age 13 and up	age 13 and up	Crownpoint	McKinley
Desert Hills - Cypress RTC	5200 Sequoia Rd NW, Albuquerque, NM, 87120	RTC with substance abuse age 12-18 for females	age 12-18	Albuquerque	Bernalillo
Desert Hills - Oak RTC	5200 Sequoia Rd NW, Albuquerque, NM, 87120	RTC with substance abuse age 12-18 for males	age 12-18	Albuquerque	Bernalillo
Desert Hills - IOP	5310 Sequoia Road NW, Albuquerque, NM, 87120	IOP age 14 and up	age 14 and up	Albuquerque	Bernalillo
El Centro Family Health - Embudo	St Rd 68 No 2243 Rinconada, Embudo, NM, 87531	Substance abuse age 5 and up	age 5 and up	Embudo	Rio Arriba
El Centro Family Health - Espanola	2010 Industrial Park Road, Espanola, NM, 87532	Substance abuse age 5 and up	age 5 and up	Espanola	Rio Arriba
El Centro Family Health - Las Vegas - El Centro Family Health	3031 Hot Springs Blvd, Las Vegas, NM, 87701	Substance abuse age 5 and up	age 5 and up	Las Vegas	San Miguel
El Centro Family Health - Penasco	State Road 75 15136, Penasco, NM, 87553	Substance abuse age 5 and up	age 5 and up	Penasco	Taos
El Centro Family Health - Taos	1331 Gusdorf Road, Taos, NM, 87571	Substance abuse age 5 and up	age 5 and up	Taos	Taos
Gallup Indian Medical Center - Gallup (Indian Health Services)	516 E Nizhoni Blvd, Gallup, NM, 87301	Alcohol Substance Abuse any age	any age	Gallup	McKinley
Guidance Center of Lea County Inc - Hobbs	920 W Broadway Street, Hobbs, NM, 88240	IOP for Adolescents age 12-18	age 12-18	Hobbs	Lea
Guidance Center of Lea County Inc - Lovington	315 N 1st Street, Lovington, NM, 88260	IOP for Adolescents age 12-18	age 12-18	Lovington	Lea
Jemez Health Center	110 Sheep Springs Way, Jemez Pueblo, NM, 87024	Substance Abuse all ages	any age	Jemez Pueblo	Sandoval
La Casa Behavioral Health	110 E. Mescalero	IOP age 13-17 (Tentative)	age 13-17	Roswell	Chaves
La Clinica de Familia Inc. - Anthony - N Anthony	880 N Anthony Drive Suite 8A, 12	Child adolescent IOP	unknown	Anthony	Dona Ana
La Clinica de Familia Inc. - Las Cruces Main Street	118 S Main Street	Child adolescent IOP	unknown	Las Cruces	Dona Ana
Las Clinicas del Norte Inc. - Abiquiu	Highway 84 Building 21192, Abiquiu, NM, 87510	Substance Abuse all ages (Suboxone)	all ages	Abiquiu	Rio Arriba
Las Clinicas del Norte Inc. - El Rito	Highway 571 Building 28, El Rito, NM, 87530	Substance Abuse all ages	all ages	El Rito	Rio Arriba
Las Clinicas del Norte Inc. - Ojo Caliente	Highway 285 North Building 35282, Ojo Caliente, NM, 87549	Substance Abuse all ages	all ages	Ojo Caliente	Taos
Navajo Nation	.5 Miles off Hwy 375, Thoreau, NM, 87323	Substance abuse age 12 and up	age 12 and up	Thoreau	McKinley
Navajo Nation - Crownpoint	SW Highland Drive, Crownpoint, NM, 87313	Substance abuse age 14-24 youth	age 14-24	Crownpoint	McKinley
Navajo Nation - Gallup	196 East Historic 66 Hwy, Gallup, NM, 87301	Substance Abuse Counseling age 13 and up	age 13 and up	Gallup	McKinley
Peak Behavioral Health Services	5045 McNutt Road, Santa Teresa, NM, 88008	IOP age 12 and up M W F Adults 9-3 Kids 4-9	age 12 and up	Santa Teresa	Dona Ana
Southwest Family Guidance Center LLC - Albuquerque Rio Grande	2221 Rio Grande Blvd NW, Albuquerque, NM, 87104	IOP age 12 and up	age 12 and up	Albuquerque	Bernalillo
Southwest Family Guidance Center LLC - Las Cruces	755 S Telshor Suite 200-B, Las Cruces, NM, 88001	IOP age 12 - 18	age 12 - 18	Las Cruces	Dona Ana
Southwest Family Guidance Center LLC - Los Lunas	719 Los Lentes Road NE, Los Lunas, NM 87031	IOP age 12 - 18	age 12 - 18	Los Lunas	Valencia
Streetwise Inc.	3232 Candelaria NE, Albuquerque, NM, 87107	IOP age 13-17 adolescent	age 13 - 17	Albuquerque	Bernalillo
Valle del Sol of New Mexico LLC - Taos	314 Don Fernando Street, Taos, NM, 87571	IOP age 3-18	age 3 - 18	Taos	Taos
Zuni Recovery Center	101 D Avenue Blackrock, Zuni, NM, 87327	IOP age 12 and up	age 12 and up	Zuni	McKinley

## Methadone/Suboxone Treatment

- Only Federally approved Methadone clinics can provide methadone treatment
- Not all Methadone clinics have chosen to do business with the MCOs or Medicaid; preferring to take cash only
- Methadone clinics can and do provide Suboxone services
- Out Patient Suboxone providers may include family doctors and internal medicine practitioners and don't show up on our list of BH providers
- A lot of PCP's get certified for prescribing Suboxone but don't end up practicing because of lack of institutional support and psychosocial resources I.E. partners in their practice who don't want "those patients showing up in their waiting rooms" and no linking PCPs with addiction counselors or specialists
- Special DEA license, required only for this medication
- Colleagues in the community are waiting to refer their most difficult patients to those prescribers

# Methadone/Suboxone Providers



Provider	Address	Services Offered	Ages served	City	County
Albuquerque Health Services - Monroe	112 Monroe NE, Albuquerque, NM, 87108	Methadone Opiat issues age 18 and up	age 18 and up	Albuquerque	Bernalillo
Albuquerque Treatment Services LLC	123 Madeira Drive SE, Albuquerque, NM 87108	Substance Abuse Counseling is only for Methodone Patients only age 18 and older. Under the age of 18 with parent	age 18 and up	Albuquerque	Bernalillo
ALT Recovery Group	1141 Mall Drive, Suite E, Las Cruces, NM, 88011	Methadone Clinic age 18 and up	age 18 and up	Las Cruces	Dona Ana
Duke City Recovery Toolbox	912 First Street NW, Albuquerque, NM, 87102	Methadone Clinic includes individual and group counseling		Albuquerque	Bernalillo
El Centro Family Health - Espanola	2010 Industrial Park Road, Espanola, NM, 87532	Suboxone		Espanola	Rio Arriba
Las Clinicas del Norte Inc. - Abiquiu	Highway 84 Building 21192, Abiquiu, NM, 87510	Substance Abuse all ages (Suboxone)	all ages	Abiquiu	Rio Arriba
Las Clinicas del Norte Inc.	35282 Highway 285	Suboxone age 18 and up	age 18 and up	Ojo Caliente	Taos
Recovery Services of New Mexico LLC - Albuquerque - John Dantis	100 John Dantis SE. Albuquerque, NM, 87151	Methadone clinic age 18 and up	age 18 and up	Albuquerque	Bernalillo
Recovery Services of New Mexico LLC - Albuquerque - Five Points Road	1528 Five Points Rd SW, Albuquerque, NM, 87105	Methadone clinic age 18 and up	age 18 and up	Albuquerque	Bernalillo
Recovery Services of New Mexico LLC - Belen	2443 State Highway 47, Belen, NM, 87002	Methadone clinic age 18 and up	age 18 and up	Belen	Valencia
Recovery Services of Southern New Mexico LLC - Albuquerque - Wyoming	1235 Wyoming Blvd NE, Albuquerque, NM, 87110	Methadone clinic age 18 and up	age 18 and up	Albuquerque	Bernalillo
Recovery Services of Southern New Mexico LLC - Roswell	1107 South Atkinson, Roswell, NM, 88203	Methadone clinic age 18 and up	age 18 and up	Roswell	Chaves
UNM Medical Group Inc - UNM ASAP	2600 Yale Blvd SE, Albuquerque, NM, 87106	Suboxone Methodone age 13 and up No wait time for age 13-21	age 13 and up	Albuquerque	Bernalillo
Paul Mattox	484 Turner Dr Ste 102	Suboxone		Durango	La Plata, CO
Reuben Sutter	7850 Jefferson St NE Ste 300	Suboxone		Albuquerque	Bernalillo
Richard Laughter	511 E Nizhoni Blvd	Suboxone		Gallup	Mckinley
Randolph Baca	6666 4th St NW	Suboxone		Los Ranchos	Bernalillo
Laura Allen	7850 Jefferson St NE Ste 300	Suboxone		Albuquerque	Bernalillo
Santa Fe Recovery	4090 Lucia Lane	Suboxone		Santa Fe	Santa Fe
Sage Neuroscience	4640 A Jefferson Lane NE	Suboxone		Albuquerque	Bernalillo
PMS	2960 Rodeo Park Dr W	Suboxone		Santa Fe	Santa Fe
Paul Arthur Mattox	501 Airport Drive	Suboxone		Farmington	San Juan
PMS	2960 Rodeo Park Dr W	Suboxone		Santa Fe	Santa Fe
Desert Hills	5310 Sequoia NW	Suboxone		Albuquerque	Bernalillo

# RTC's for Adolescents

<i>Provider</i>	<i>Address</i>	<i>Services Offered</i>	<i>Ages served</i>	<i>City</i>	<i>County</i>
Desert Hills - Cypress RTC	5200 Sequoia Rd NW, Albuquerque, NM, 87120	RTC with substance abuse age 12-18 for females	age 12-18	Albuquerque	Bernalillo
Desert Hills - Oak RTC	5200 Sequoia Rd NW, Albuquerque, NM, 87120	RTC with substance abuse age 12-18 for males	age 12-18	Albuquerque	Bernalillo
Mesilla Valley Hospital	3751 Del Rey Blvd, Las Cruces, NM 88012	Detox age 18 and up	age 18 and up	Las Cruces	Dona Ana
Peak Behavioral Health Services	5045 McNutt Road, Santa Teresa, NM, 88008	IOP age 12 and up M W F Adults 9-3 Kids 4-9	age 12 and up	Santa Teresa	Dona Ana
Presbyterian Medical Services - Farmington - Broadway	1001 W Broadway Suite E, Farmington, NM, 87401	Substance Abuse age 18 and up	age 18 and up	Farmington	San Juan

# Diagnosis Related Group (DGR) Detox Services



A preliminary review of claims for medical detoxification paid through a DRG physical health Medicaid benefit indicates:

DRGs for substance abuse Detox include DRG 894, 895 & 897.

Turquoise Lodge Hospital is one of many hospitals that provides medical detox for members 18 years of age and up.

# Ambulatory Detoxification

Ambulatory detox codes (0944 and 0945) are reimbursable under straight Medicaid.

UNM ASAP (Addiction and Substance Abuse Program) for outpatient detox ages 13 and older provides ambulatory detoxification.

Other OP BH professionals may provide ambulatory detox and submit claims for medication management or other types of professional Evaluation and Management (E&M) codes that are difficult to track.

# Medical Detox

<i>Provider</i>	<i>Provider</i>	<i>Provider</i>	<i>Provider</i>	<i>Provider</i>	<i>Provider</i>
Turquoise Lodge Hospital	5901 Zuni Road SE, Albuquerque, NM, 87108	Detox Adult age 18 and up	age 18 and up	Albuquerque	Bernalillo
UNM Medical Group Inc - UNM ASAP	2600 Yale Blvd SE, Albuquerque, NM, 87106	Outpatient Alcohol Detox age 13 and up	age 13 and up	Albuquerque	Bernalillo

# Barriers to Treatment

- Stigma and lack of knowledge about Substance Use Disorders
- Lack of Providers who are willing to provide treatment utilizing Suboxone in their practices
- Lack of workforce to serve the population experiencing Substance Use Disorders
- Lack of available treatment options that are paid for by Medicaid, such as residential substance use disorder and medical detox
- Licensing barriers such as a LADAC not being able to bill for their services under Medicaid

# Education and Outreach

To address the issue of stigma and lack of knowledge:

United provides a lot of outreach in this area including:

- Three events during Recovery month to help address stigma of substance use disorders and educate on what it is
- Ongoing Mental Health First Aid trainings to also educate and help reduce the stigma of substance use disorders
- Ongoing QPR suicide prevention trainings to also help educate
- Education for Care Coordinators on an on-going basis to give them the resources to assist our members who have substance use disorders and direct them to the available help, such as the Department of Health Facilities that provide inpatient rehab for adults including Turquoise Lodge Hospital, Roswell Rehabilitation Center, and Ft. Bayard Medical Center-Yucca Lodge
- Continual development and participation in the development of the state wide Certified Peer Support program as a means of augmenting the lack of workforce to address the substance use disorder issue

# United Initiatives in Process



- 7 and 30 day follow-up for members admitted to an acute hospital setting utilizing Certified Peer Support Workers to visit the members while they are inpatient to work with discharge planners and the member to set treatment goals and offer peer support.
- ER diversion project to use peer support and CHW's to meet one on one with the member after an ER occurrence to assess what issues the member is having and how we may educate and offer assistance.
- Persistent Super Utilizer project: Identify those members who persistently utilize services and work one on one, face to face to educate, assist and offer alternatives.
- (Proposal in process) Contract with Wellness/drop-in centers to use peer support to work with our members.