

### What are Behavioral Support Services?

Behavioral Support Services are services for any AHCCCS members in need of treatment for a behavioral health condition. They are also called behavior coaching, living skills, skills training, family support, or mentoring. These services may be received alone or as part of a treatment plan. Here are some examples of Behavioral Support Services:

#### Family Support Services

These services teach you and your family healthy coping tools, how to take care of yourself, and how to advocate for your own health care. You'll learn about other support available to you.

#### Peer Support Services

Social and emotional support is available to members and families from peers who also live with behavioral health or substance use disorder conditions.

#### Behavioral Health Respite

Behavioral health respite provides a time of rest or relief to someone who cares for the member. These services may include different activities based on the member's needs.

#### Health Promotion

Health promotions services are education and training on health-related topics. Topics are things like managing stress, using medication safely, safe sex practices, and more.

#### Personal Care Services

Personal care services assist members with activities of daily life, like hygiene, shopping, dressing, and other activities.

#### Skills Training and Development

These services help members and families learn to live independently, to communicate, and to be social. They are things like how to take care of yourself and your household, have healthy relationships, budget your money, and build social circles.



The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.