

Provider Agreement

Attachment A

Peer Support

Peer Support is designed to provide targeted recovery services to Consumers with behavioral health diagnoses. Peer Support includes mentoring Consumers about self-advocacy and participation in the community, including, but not limited to, such activities as accessing a senior center, getting to medical appointments or a hospital for a medical procedure, assisting with care transitions, completing housing paperwork, accompanying the Consumer for walks to various community locations, and generally engaging with the Consumer to reduce isolation. Peer support may be provided in small groups or one peer providing support to a Consumer. Peer Support promotes and assists the Consumer's ability to participate in self-advocacy. Peer Support utilizes trained peer specialists as coaches who have lived experience of behavioral health challenges, trauma, and/or substance use to promote person-centered care and attainment of measurable personalized recovery goals. Peer Support encompasses a range of activities and interactions between people who share similar experiences of being diagnosed with behavioral health conditions, substance use disorders, or both. This mutuality, often called “peerness” between a Peer Support specialist and person in or seeking recovery, promotes connection and inspires hope.

Transportation may be authorized and provided as a separate purchased service to assist with the Consumer's access to Peer Support services; the Certified Older Adult Peer Specialists (COAPS) may accompany the Consumer and would be a separate authorized service.

Peer Support can be an ongoing service. Weekly recurring Peer Support may not exceed 16 hours per week for the Consumer.

Peer Support must be provided through Peer Support Provider Agencies, including Peer Support Providers contracting with the Department of Mental Health, and individual Certified Older Adult Peer Specialists (COAPS).

Individuals providing Peer Support must have a Certificate of successful completion of Certified Older Adults Peer Specialist training¹ and be employed at a Peer Support Provider Agency. Certified Older Adult Peer Specialists (COAPS) are individuals who are 50 and older with personal experience of behavioral health challenges and/or substance use and who are in recovery. Certified Older Adult Peer Specialists (COAPS) provide hope, empowerment, choices, and opportunities to older adults that promote behavioral health and substance use recovery in a supportive environment through shared experience.

Supporting Older Adults Remotely (SOAR)

Supporting Older Adults Remotely (SOAR) is designed to address the whole health of older adults in the community by improving resilience, hope, optimism, cognitive ability, and physical and mental health-related quality of life through evidence-based practices. SOAR consists of education on older adult mental health and normal age-related changes, older adult peer support, technology training, life review, mindfulness, and tools to help with cognitive challenges around memory, reasoning, and information-handling. The SOAR service is delivered using technology (including telephone and live video) engagement with Consumers. The SOAR service is designed to be 12 one hour weekly sessions for structured module engagement with additional sessions permitted for person centered Consumer driven engagement. SOAR Training curriculum includes collaborative goal setting, video instructions, interactive storyboards, role-play prompts, and peer-led videos.

SOAR Training satisfies the requirement for Older Adult Peer Specialist training for MA.

Within the EOE Home Care Program, Certified Older Adult Peer Specialist (Peer Support) is an approved service for Consumers enrolled in homecare.

¹ [Certified Older Adult Peer Specialist Training | Mass.gov](https://www.mass.gov/info-details/certified-older-adult-peer-specialist-training)