

Peer Support Services

Know the keys to successful service delivery and documentation

Peer support services are an important resource in behavioral health care. Individuals who have lived experience with mental illness, substance use and/or co-occurring or trauma-related challenges are trained to use their personal lived experience and recovery to mentor others who want to achieve recovery.

To help ensure your patient records meet documentation requirements, here are tips for establishing treatment plans and goals.

Please note: Peer support services should not be used in place of transportation services. Claims for transportation provided by a peer support specialist may be denied.

Goals Must



- Be individualized, specific and measurable
- Focus on recovery, resiliency and skill building

Treatment Plans Must



- Be completed within 30 days of admission
- Demonstrate coordination of care with the member's treatment team
- Be inclusive of clearly stated discharge plans and criteria
- Include the member's (or guardian's) signature
- Match the date range, frequency, and duration of services on submitted claims

Questions?

You can find additional information related to the requirements for peer support services on the state's [Nebraska Training & Certification](#) webpage and in the [Nebraska State Service Definition](#).

You can also email your Optum Behavioral Health Provider Advocate at ohbs.centralregion@optum.com.