

Recovery is about hope...

"Do not let what you *cannot* do interfere with what you *can* do."

– John Wooden

Recovery Support Assistance Mission

- To connect BCBSNM's peer support workers with people who are struggling with substance abuse and mental illness
- For peer support workers to share personal stories of lived experience
- To promote recovery
- To empower our members
- To help improve the quality of our members' lives free from substance abuse
- To offer hope to those suffering from mental illness



CONTACT US

Blue Cross and Blue Shield of New Mexico
P.O. Box 27838
Albuquerque, NM 87125-7838
Phone: **1-866-689-1523** TTY: **711**

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Such services are funded in part with the State of New Mexico.

Programs offered by Blue Cross and Blue Shield of New Mexico, such as Recovery Support Assistance, do not replace your doctor's care. Always talk to your doctor about any health questions or concerns.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan.

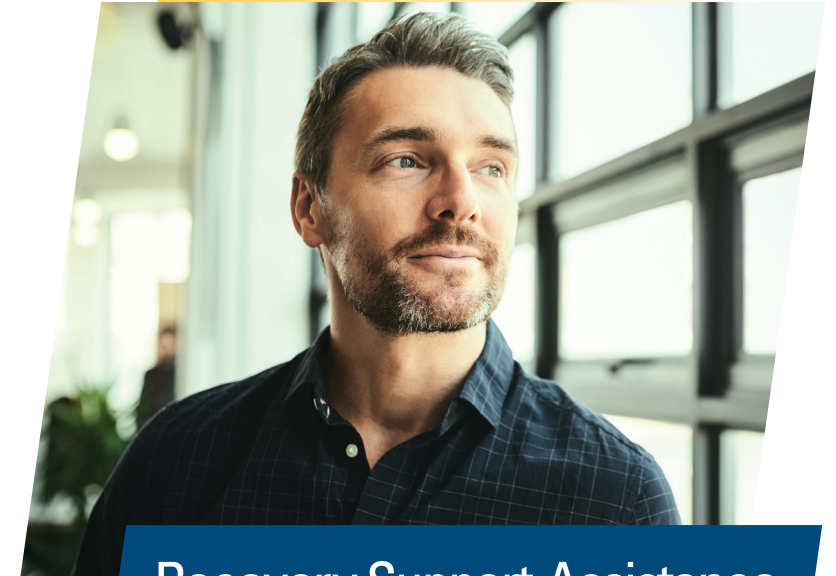
Benefits, formulary, pharmacy network, provider network, and/or copayments/coinsurance are subject to change. Limitations, copayments, and restrictions may apply.

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódííłnih 1-855-710-6984 (TTY: 711).

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



Recovery Support Assistance

We care.

Blue Cross and Blue Shield of New Mexico's (BCBSNM) peer support workers are here to listen.



Blue Cross
Community CentennialSM



At Blue Cross and Blue Shield of New Mexico (BCBSNM), our recovery support team is certified in family and peer recovery support. BCBSNM's recovery support team is made up of peer support workers and family support specialists. The recovery support team uses emotional, social, and informational measures. These measures are intended to help Blue Cross Community Centennial members create the abilities needed to begin and maintain recovery.

What are the benefits of recovery support assistance?

Benefits of peer support not only extend to individuals but also to families, community health providers, and the overall health care system.

BCBSNM's peer support workers provide assistance by:

- Serving as role models for those beginning recovery; using their own stories of recovery and problem solving skills
- Serving as educators about addictions and mental health; providing important information and resources
- Serving as a powerful source of motivation and safety; using their own life experience with addictions and mental health issues
- Helping people choose the best recovery path—one that will work for the person while they learn to help themselves
- Helping people learn new skills so that over time, they may serve their community as mentors and leaders to others who want recovery

“When we are no longer able to change a situation- we are challenged to change ourselves.”

– Viktor E. Frankl

Peer Support Workers

BCBSNM's peer support workers have personal experience with recovery from mental illness and/or addiction. This experience, plus skills learned in formal training, are used to mentor, coach, and educate our members in behavioral health settings. This promotes mind-body recovery and resiliency.

BCBSNM's peer support workers aim to help people become and stay engaged in the recovery process. This helps reduce the likelihood of relapse. They do this through shared understanding, respect, and mutual empowerment. Peers can relate to how hard it is to take that first step towards living in recovery. They are free from substance use and actively work to help members and their loved ones understand and deal with substance use or mental illness.

Family Support Specialists

BCBSNM's family support specialists work with families who have children and loved ones who are working through mental health and substance abuse disorders. These specialists are peers who use their lived experience to help families with resources to aid their loved ones. Their goal is to help individuals and their families live successfully in recovery.

Contact Us

For more information about Recovery Support Assistance, call Member Services at **1-866-689-1523** (TTY: **711**).

bcbsnm.com/medicaid

OTHER RESOURCES

New Mexico Crisis & Access Line:
1-800-273-8255
Crisis Text Line: Text *TALK* to **741-741**

American Foundation for
Suicide Prevention: **1-888-333-2377**

National Alliance on Mental Illness
Help Line: **1-800-950-6264**

Agora Crisis Center: **505-277-3013**
Substance Abuse and Mental Health
Services Administration: **877-726-4727**
[samhsa.gov](https://www.samhsa.gov)

TTY: **711**