

Advancing Connection and Recovery Through Peer Support

Impact Brief

For individuals facing a substance use disorder (SUD), barriers such as isolation, stigma and hesitation to seek help can deeply impact recovery success. When members are difficult to reach, Centene's Peer Recovery Support Specialists (PRSSs) offer a unique and powerful approach. The trust created through shared, lived experience from a PRSS helps connect with members and build meaningful relationships that strengthen recovery, stability and overall well-being. This is brought to life at Centene through the HALO (Health Assistance, Linkage and Outreach)[™] program, where PRSSs are integrated in the care team to support improved health and outcomes for members who are diagnosed with or are at risk of developing a SUD.

Where Peer Support Makes the Biggest Difference

For many members, the path to recovery is shaped by much more than a need for diagnosis and treatment. Varied health literacy needs, along with challenges related to housing, transportation, food access and social support systems can make it difficult to receive care or stay connected once care begins. PRSSs help reduce those barriers through continuous, trusted, person-centered engagement that meets members in their daily realities with connection to supports that span the care continuum and help them stay on track.

OPTIMIZES OUTREACH AT PIVOTAL MOMENTS

The 30 days following an inpatient stay for SUD is a critical period for establishing stability, maintaining engagement with care and connecting individuals to the recovery supports needed for long-term success¹.

- » Centene's PRSSs reach out within 30 days of discharge from a residential inpatient treatment center to check-in and connect the member to services and coordinate provider follow-up.

KEEPS MEMBERS ENGAGED AND MOTIVATED

Many individuals disengage from treatment not because they lack need, but because they face barriers such as stigma, low readiness for treatment, feeling they should handle the problem themselves or challenges accessing care².

- » Peer support helps address these barriers by maintaining connection with the member during vulnerable periods of recovery. This human connection and trusted relationship helps drive motivation and strengthen resiliency which are building blocks for the member's long-term stability and well-being.

PERSONALIZES SUPPORT AT EVERY TURN

Because recovery journeys differ from person to person, support is most effective when it is tailored to an individual's unique social, cultural, medical and mental health needs³.

- » A personalized network of wraparound services that PRSSs build with members helps them access the right level of care at the right time, prevent avoidable hospitalizations and build momentum on their recovery journey.

These services may include:

- Medication-assisted treatment.
- Virtual counseling.
- Support groups.
- Programs that provide assistance with food, housing, utilities, employment and education.

The Impact Centene's Peer Recovery Support Outreach



100% of members contacted by a PRSS within 30 days of discharge from residential treatment.



12x higher engagement in HALO among hard-to-reach members when initial contact is conducted by a PRSS.



7x more likely that members will actively self-manage their condition with PRSS support.

A Commitment to Lasting Recovery for Our Members

Peer support has been associated with increased confidence, engagement and self-management among individuals in recovery. At its core, this work reflects Centene's commitment to meet members where they are. By bringing together clinical expertise and lived experience, we are creating a stronger system that helps people stabilize, recover and thrive.

¹ NCOA, *Follow-up After High Intensity Care for Substance Use Disorder*, 2026

² Choi NG, Marti CN, *Treatment Use Among U.S. Adults with a Substance Use Disorder: Associations with Symptom Severity, Problem Self-Perception, Comorbid Mental Illness, and Mental Health Treatment*, 2025

³ Bunaciu, A., et al., *Measuring Recovery Capital for People Recovering from Alcohol and Drug Addiction: A Systematic Review*, 2023