

# Focused on service, driven by outcomes

We are committed to providing superior, innovative solutions in behavioral health, human services, and integrated health programs.

## Our values

- **Excellence.** We have high standards.
- **Integrity.** We offer honest, ethical service.
- **Accountability.** We use funds appropriately.
- **Relevance.** We provide meaningful, quality services that promote recovery and resilience.
- **Innovation.** We have creative solutions.

## Our goals

- Improve access to care.
- Improve the quality of care.
- Manage the cost of care.
- Commit to meaningful member and family involvement.

This information is available in Spanish or other languages. Contact PerformCare to request a copy.

Esta información está disponible en español. Póngase en contacto con nosotros para solicitar una copia.

### Member Services numbers

Call the toll-free Member Services number listed for your county to talk with a representative about behavioral health services.

**Members can call Member Services 24 hours a day, seven days a week.**

**Usted puede llamar a Servicios al Miembro las 24 horas del día, los 7 días de la semana.**

### Capital Area

#### Zona de la Capital

Cumberland, Dauphin, Lancaster, Lebanon, and Perry:

**1-888-722-8646**

### NorthCentral Region

#### Zona Norte central

Franklin and Fulton:

**1-866-773-7917**

**TTY users: Call PA Relay at 1-800-654-5984 or 711.**

### Nondiscrimination statement

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-626-6813 (TTY: 711) or speak to your provider.

#### Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-844-626-6813 (TTY: 711) o hable con su proveedor.

#### Chinese; Mandarin

注意：如果您说 中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-844-626-6813（文本电话：711）或咨询您的服务提供商。

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PerformCARE®  
pa.performcare.org



# Your Resource for Behavioral Health Care Services



PerformCARE®





## Covered services

- Psychiatric outpatient services
- Psychiatric partial hospitalization program
- Psychiatric hospitalization
- Targeted case management
- Crisis intervention services
- Clozapine (Clozaril) support services
- Peer support services
- Certified Recovery Specialist services
- Outpatient drug and alcohol services
- Medication-assisted treatments for members with alcohol use disorder or opioid use disorder
- Substance use withdrawal management/detox and rehabilitation, and halfway house services
- Smoking/tobacco cessation counseling and services
- Specialized services for children and adolescents
- Residential treatment facilities (RTFs) for children and adolescents

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Check PerformCare's Member Handbook or call PerformCare for additional services that may not be listed in this brochure.

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There are no copays for services we approve.

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## Other PerformCare features

### 24/7 Member Services

You can call us anytime — day or night — and someone is always there to help you. You can count on courteous, professional, and confidential service.

### Provider choice

You can choose a network provider who you feel can meet your needs.

### Interpretation assistance

We can provide help when English is not your most comfortable language. PerformCare can also arrange for sign language interpreter services for our deaf and hard-of-hearing members.

### Licensed clinical care managers

Our clinical experts are there to assist and work hard to approve the right care at the right time.

### Advocacy assistance

PerformCare provides helpful assistance when you are concerned about your care or if you need help understanding how things work.

### Assistance with complaints and grievances

We will provide fair, helpful guidance and instruction, and timely resolutions.

### Community outreach

We provide educational outreach to members and the community.

### Consumer and family involvement opportunities

PerformCare provides respectful member and family-friendly committee meetings and opportunities to have your voice heard.

## Who we serve

PerformCare serves Medical Assistance (Medicaid) recipients enrolled in the HealthChoices program. We also serve people who are dually eligible for both Medicaid and Medicare and are part of the Community HealthChoices program. PerformCare manages mental health and drug and alcohol services for members living in Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties.