



## We are here to help you!

PerformCare is available to answer questions you have about your behavioral health plan, your services, and your benefits. You can call any time! We have trained staff who can help you if you need behavioral health services or if you have any questions about your plan.

### We can help you:

- Find services.
- Find out what is covered.
- Find information about providers.
- Get language assistance.
- Know what to do in case of an emergency.
- File a complaint or grievance.

These and other topics can be found in your Member Handbook. You can call Member Services to ask for a copy if you do not have one. You can also download the handbook from our website at [pa.performcare.org/members](http://pa.performcare.org/members).

Member Services numbers for your county

#### **Capital Area**

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties

Member Services  
**1-888-722-8646**

Member Services  
**TTY 1-800-654-5984**  
or PA Relay **711**

#### **Franklin and Fulton counties**

Member Services  
**1-866-773-7917**

Member Services  
**TTY 1-800-654-5984**  
or PA Relay **711**

The core of PerformCare's mission is to help ensure behavioral health care is available to all members, while supporting the unique needs of each individual member. PerformCare is committed to finding ways to break down any barriers to behavioral health care access and help ensure discrimination does not occur, in any form. Multicultural resources are also available. For more information, visit <https://pa.performcare.org/members/resources/multicultural.aspx>.

PerformCare also needs your help in making sure our data about your race, ethnicity, and language is correct. This is voluntary, but by providing this information you are helping us provide better services. You can call Member Services to provide your information, or go to <https://apps-pa.performcare.org/securecontact/> to complete a secure contact form. Under **Subject** pick **Member-Race, Ethnicity, Language updates** and submit. We will make sure our system is up to date.

**Here are a few topics you may be interested in:**

### **Self-management tools**

PerformCare cares about our members' health and wellness. Our website has information about tools that can help you manage your own physical and behavioral health issues. Taking an active part in managing your own health problems is important to recovery. PerformCare has provided some information and tools to help you screen for problems, reduce your risk, manage your symptoms, and improve your health. PerformCare also offers links to other helpful websites. The self-management tools are based on the latest research and are updated regularly. Our materials are also available in paper form and can be requested by calling Member Services. Our website address is [pa.performcare.org/members/index](https://pa.performcare.org/members/index).

The tools are in the **Health and Wellness** section.

There are also online personal health record links available for you to store all your medical and behavioral health information in one area. Visit [pa.performcare.org/members/resources/personal-health-records](https://pa.performcare.org/members/resources/personal-health-records).

### **PerformCare non-incentive statement**

PerformCare and the people who work for PerformCare will not deny or reduce the number, amount of time, or type of service that a member needs because of any promised gift or money. In utilization management (UM), we use a set of guidelines to help us decide if a

requested service is necessary. This is done to make sure PerformCare members get the right services and supports at the right time, in the right amount, and for as long as they need them. This is the sole reason for our decisions. We do not give gifts of money or other items to the staff at PerformCare who make UM decisions that limit or stop services.

- People who work for PerformCare make UM decisions by looking at whether the service and care are right for the member and whether the member joined HealthChoices.
- PerformCare does not give gifts to doctors or other people for saying "no" to a member's coverage or service.

### **Quality improvement process**

For members and families who want more information about what PerformCare does to improve both service and care, please review our Quality Improvement (QI) program. You can learn more about the program by visiting PerformCare's website. Information on the QI program is available on the PerformCare website at <https://pa.performcare.org/members/resources/quality-improvement-program.aspx>.

### **Prevention programs**

PerformCare created two prevention programs to help our members see early signs and symptoms of certain disorders. One program is for early identification of attention deficit hyperactivity disorder. The second program is for early identification of substance issues of members with bipolar disorder. For more information about these two programs, visit our website:

[pa.performcare.org/members/health-wellness/prevention-programs](https://pa.performcare.org/members/health-wellness/prevention-programs).

### **Privacy rights statement**

PerformCare's Notice of Privacy Practices describes how medical information about you may be used and disclosed and how you can access this information. Information about the notice is in the back of your Member Handbook, which can be found on our website at [pa.performcare.org](https://pa.performcare.org). You can also read the privacy practice notices on our website. From the homepage, select the **Members** tab. Click **Members homepage** and then **Notice of Privacy Practices**. Call PerformCare at the number for your county if you have any questions about the notice or how to obtain a copy.

## Your privacy rights

You have the right to:

- Get a copy of your health and claims records.
- Correct your health and claims records.
- Request confidential communication.
- Ask us to limit the information we share.
- Get a list of those with whom we've shared your information.
- Get a copy of this privacy notice.
- Choose someone to act for you.
- File a complaint if you believe your privacy rights have been violated.

## Your choices

You have some choices in the way we use and share information as we:

- Answer coverage questions from your family and friends.
- Provide disaster relief.
- Communicate through mobile and digital technologies.
- Market our services and sell your information.

## Our uses and disclosures

We may use and share your information as we:

- Help manage the health care treatment you receive.
- Run our organization.
- Pay for your health services.
- Administer your health plan.
- Coordinate your care among various health care providers.
- Help with public health and safety issues.
- Do research.
- Comply with the law.
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director.
- Address workers' compensation, law enforcement, and other government requests.
- Respond to lawsuits and legal actions.

## How we protect your information

We are dedicated to safeguarding your protected health information (PHI). We set up policies and procedures to make sure your PHI is secure. We keep your oral, written, and electronic PHI safe using physical, electronic, and procedural means. These safeguards follow federal and state laws. Some of the ways we keep your PHI safe include offices that are kept secure, computers that need passwords, and locked storage areas and filing cabinets. We have written policies and procedures requiring our employees to protect PHI. The policies limit access to PHI to only those employees who need the data to do their jobs. Employees are also required to wear ID badges to keep unauthorized people out of areas where sensitive data, such as PHI, are kept. Also, where required by law, our affiliates and non-affiliates must protect the privacy of data we share in the normal course of business. They are not allowed to give PHI to others without your written OK, except as allowed by law.

## Out-of-network care

If you are already getting behavioral health treatment and have enrolled in HealthChoices, you might not need to go to a different provider. Ask your provider if they are part of PerformCare's network. If your provider is in the network, you do not need to do anything else. If they are not in the network, call PerformCare at our toll-free number and tell us. You can find the PerformCare number for your county in this notice, on our website, or in your Member Handbook.

Remember: PerformCare will make every effort to ensure our provider network can provide all covered services for all members, including special needs populations. PerformCare will use out-of-network providers if the available network cannot provide covered services under any of the following conditions:

- The member has special needs that cannot be accommodated by the network.
- Network services are not accessible within time or geographic standards, but are available through a qualified non-network provider.
- The member has experienced a behavioral health emergency while outside of PerformCare's service area.

PerformCare will contract on a case-by-case basis with non-participating providers, using our existing rates to pay for care.

If you are unsure if your provider is in the PerformCare network, call us and we can tell you. Our goal is to not interrupt your treatment.

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**If you are being treated by a provider and become enrolled with HealthChoices while you are getting treatment, PerformCare may be able to pay the provider for the service for an amount of time known as a “transition period.” This allows for transition time before asking you to change to another provider who is in the PerformCare network. Transition payments can only be paid to Pennsylvania Medicaid-enrolled providers.**

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### **If you need urgent or emergency services**

An urgent situation means you or another responsible person thinks you need care before the situation turns into an emergency.

You can get care within 24 hours. Here’s what to do:

- Call PerformCare at the number listed for your county.
- Contact any PerformCare provider.
- Call the County Crisis Intervention Line. To find the crisis numbers for your county, go to [pa.performcare.org/members/health-wellness/suicide-prevention.aspx](http://pa.performcare.org/members/health-wellness/suicide-prevention.aspx).

If the provider cannot see you within 24 hours, they will contact PerformCare. We will help you get the care you need.

If you feel unsafe to the point where you think you may harm yourself or others, then you may need mental health inpatient and should go directly to the nearest ER. Call **911** or the local crisis number if you cannot remain safe until you get to the nearest ER. You do not need to call us first for approval.

If you would like information about other levels of care, like outpatient, partial hospitalization, or substance use treatment, go to our website to obtain care: [pa.performcare.org/members/benefits/covered-services](http://pa.performcare.org/members/benefits/covered-services).

### **Out-of-town emergency care**

If you are away from home and have a behavioral health emergency or a life-threatening situation, go to a hospital emergency room. We will pay for your behavioral health services if you have to go into the hospital. Please let the hospital know you are a member of PerformCare and which county you live in. Ask the hospital to call PerformCare as soon as possible to let us know about the emergency. You should not get a bill. Please call us right away if you do get a bill.

### **Member rights and responsibilities**

As a member of PerformCare, you have rights and responsibilities, which are listed below. We invite you to call us using the toll-free number for your county if you need help understanding your rights and responsibilities. Your rights and responsibilities are also in your handbook.

You have the right to:

- **Receive information.** Each member has the right to receive information about PerformCare, our policies and procedures, our services, our practitioners and providers, and your rights and responsibilities.
- **Dignity and privacy.** Each member is guaranteed the right to be treated with respect and with due consideration for their dignity, right to privacy, and right to confidentiality. Exercising your rights will not affect how you are treated by providers, PerformCare, or the Department of Human Services.
- **Receive information on available treatment options.** Each member is guaranteed the right to receive information on medically necessary available treatment options and alternatives, presented in a manner appropriate to the member’s condition and ability to understand, regardless of cost or benefit coverage. Each member can also get information about what PerformCare and providers **do not cover** because of moral or religious reasons.
- **Participate in decisions.** Each member is guaranteed the right to participate in decisions regarding their behavioral health care, including the right to refuse treatment. You can be a part of your

treatment team by asking questions and getting answers before and during your treatment and by involving family members and other important people in your treatment.

- **Decline treatment.** Each member can decline treatment as part of making decisions regarding their care. You have the right, under these circumstances, to get an explanation of what may happen if you don't get treatment.
- **Ask for a therapist** who understands your language and culture.
- **Receive needed services** at convenient times and places.
- **Receive emergency care** within one hour.
- **Receive urgent care** within 24 hours.
- **Receive care** within seven days of your request for routine care requests.
- **Be free from restraint** or seclusion used to force you to do something, to discipline you, to make it easier for the provider, or to punish you.
- **Voice complaints or appeals** about the organization or the care it provides.
- **Make recommendations regarding** the organization's member rights and responsibilities policy.

You are responsible for:

- **Supplying information** (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- **Following plans and instructions** for care that you have agreed to with your practitioners.
- **To the degree possible, understanding your health problems** and participating in developing mutually agreed-upon treatment goals.

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**PerformCare providers must provide services within seven days for routine (non-emergency) needs, within 24 hours for urgent situations, and within one hour for an emergency situation.**

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## **Self-referral for care management**

PerformCare's Care Managers help us provide the best care for our members. Care Managers work with adults and children. They also work with therapists, doctors, social workers, and others involved in a member's care. Care Managers aren't just in charge of managing care for members. They make sure that members are getting the services that fit their needs. They also make sure that members are getting the right kind and amount of care. At times, they may call the member to talk about how things are going.

If you feel you would benefit from care management, please go to our website and enter a request on the Secure Contact Form at <https://apps-pa.performcare.org/securecontact/>.

This form is secure and will only be seen by PerformCare staff. This email box is not monitored 24 hours per day. If you or your family member is in an emergency situation, particularly situations involving risk of harm to self or others, please call **911** or go directly to an emergency room for assistance. If you are deaf or hard of hearing, please note this in the Comments box of the form so the Care Manager can use the PA Relay when they call you. If you or your family member needs an interpreter, please also note this and the language that you speak in the Comments box.

If you do not have access to a computer, you can call the Member Services number in your area and request to be referred to Care Management.

## **Provider information**

As a member of PerformCare, you have the right to obtain care from any in-network behavioral health providers you wish. You can also see another provider for a second opinion. If you are unhappy with your current provider, you can change at any time.

You can access providers by using our online provider directory at <https://pa.performcare.org/members/find-a-provider.aspx>, or by calling the Member Services number for your area. You can ask for information about the provider, including:

- Name, address, and phone number.
- Professional qualifications.
- Specialty.
- Board certification status.

If you have special needs, such as a language request, or are hard of hearing, PerformCare can help you find the right provider. PerformCare will help you find the closest provider to your home.

We pay the bills for services we have approved. You are not supposed to pay for any behavioral health services that we approve. If you ever get a bill from our providers, please call and tell us. You can also send the bill to:

PerformCare  
8040 Carlson Road  
Harrisburg, PA 17112

## Complaints and grievances

If you are unhappy with PerformCare or your provider or you do not agree with a decision PerformCare made about the delivery of your care, you can do something about it by filing a complaint or a grievance. If you prefer, you can also choose someone to file on your behalf.

### What is a complaint?

A complaint is when you tell us you are unhappy with PerformCare or your provider, or you do not agree with a decision made by PerformCare. Here are some examples of a complaint:

- You are unhappy with the care you are getting.
- You are unhappy that you cannot get the service you want because it is not a covered service.
- You are unhappy that you have not received services you have been approved to receive.

### What is a grievance?

A grievance is what you file when you do not agree with PerformCare's decision that a service you or your provider asked for is not medically necessary or appropriate. You can file a grievance if PerformCare does any of these things:

- Denies a service you have requested fully or denies part(s) of a service you requested.
- Denies, suspends, or terminates a service you have been receiving.
- Approves less than what was asked for.
- Approves a different service from the one that was asked for.



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**PerformCare's providers must provide services within seven days for routine appointments and specialty referrals. If a treatment plan is approved, services must be provided according to the prescribed treatment plan.**

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## Important phone numbers

You can call or write PerformCare to find out what you can do if you are unhappy with PerformCare, or if you or your provider do not agree with a decision that we made.

### Capital area phone numbers

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties Member Services: **1-888-722-8646** (TTY **1-800-654-5984**) or PA Relay 711

Franklin and Fulton counties Member Services: **1-866-773-7917** (TTY **1-800-654-5984**) or PA Relay 711

## Mental health directives

A mental health directive, also known as a psychiatric advance directive, is a document that allows you to state the mental health care you want if you become physically or mentally unable to decide for yourself. There are two types of mental health advance directives: Mental Health Declarations and Mental Health Powers of Attorney. If you have either a Mental Health Declaration or a Mental Health Power of Attorney, you should give it to your mental health care providers and a trusted family member or friend so that they know your wishes.

If the laws regarding Mental Health Declarations and Mental Health Powers of Attorney are changed, PerformCare will tell you in writing what the change is within 90 days of the change.

For information on PerformCare's policies on Mental Health Declarations and Mental Health Powers of Attorney, call Member Services at **1-888-722-8646** (Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties) or **1-866-773-7917** (Franklin and Fulton counties), or visit our website at [pa.performcare.org/self-management-wellness/recovery/psychiatric-advance-directives.aspx](http://pa.performcare.org/self-management-wellness/recovery/psychiatric-advance-directives.aspx).

## Covered in-plan services

To learn more about your mental health benefits, visit our website at [pa.performcare.org/members/benefits/covered-services.aspx](http://pa.performcare.org/members/benefits/covered-services.aspx). This webpage will explain covered services like outpatient, inpatient, drug and alcohol treatment, and partial hospitalization programs, and how to obtain those services. For more information, contact Member Services.

## Community resources

If you are experiencing food or clothing shortages, housing issues, or other financial concerns, the community agencies listed on our website may be able to help you. Go to [pa.performcare.org/members/resources/community-resources.aspx](http://pa.performcare.org/members/resources/community-resources.aspx).

**Consumer representatives** PerformCare is looking for consumer representatives to give input into the decisions about grievances and complaints filed by fellow PerformCare members. We are looking for adult PerformCare members who have received services in the past or who are currently receiving services. Parents or guardians of PerformCare members who have received services in the past or who are currently receiving services are also needed. PerformCare will train you, work around your availability, and reimburse you with an hourly wage for your time. For more information, contact the Complaints and Grievances department at **1-888-722-8646** (Capital Area) or **1-866-773-7917** (Franklin and Fulton counties). You can also email [performcarecg@performcare.org](mailto:performcarecg@performcare.org).

## Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PerformCare:

- Provides no-cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides no-cost language services to people whose primary language is not English, such as:
  - Qualified interpreter services.
  - Information written in other languages.

If you need these services, contact the PerformCare Member Services number for your county.

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties)

Member Services: **1-888-722-8646**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

North Central Area (Franklin and Fulton counties)

Member Services: **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

We are available 24 hours a day, 7 days a week.

If you believe that PerformCare has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, or sex, you can file a complaint with PerformCare and send it to us at:

- PerformCare, 8040 Carlson Road, Harrisburg, PA 17112.
- You can file a complaint by mail, fax, or phone. If you need help filing a complaint, PerformCare Member Services is available to help you. Call the Member Services number for your county located above or fax to PerformCare at **717-671-6555**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, DC 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at

[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

Multi-language interpreter services

**English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-722-8648 (1-800-654-5984 (TTY)/PA Relay 711).**

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Arabic:

انتباه: إذا كنت تتحدث العربية، فإن خدمات مساعدة اللغة، مجاناً، متوفرة لك. اتصل بالرقم: **(1-800-654-5984 (TTY)/PA Relay 711) 1-888-722-8646**

Nepali: ध्यान दिनुहोस्: यदि तपाईं नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू, नि: शुल्क, तपाईंलाई उपलब्ध छ। सम्पर्क गर्नु: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)** 번으로 전화해 주십시오.

Cambodian/Khmer: ការប្រុងប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ/ខ្មែរស្រី ភាសាភីលីពីន/ភីលីពីនស្រី ឬស្រី ចូរស្រុះ: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Burmese: အထူးဂရုပြုရန်: သင်အင်္ဂလိပ်စကားပြောတာသာစကားတစ်ခု ကိုမပြောတတ်လျှင်, တာဝန်ခံအခမဲ့ဘာသာစကားအကူအညီများဝန်ဆောင်မှုများ, သင်တို့အားရရှိနိုင်ပါသည်။ ခေါ်ဆိုခ: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Bengali: সতর্কতা: যদি আপনি বাঙালি, বিনামূল্যে ভাষা সহায়তা সেবা, আপনার জন্য উপলব্ধ। কল করুন: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Gujarati: સાવધાન: જો તમે ગુજરાતી બોલતા હોવ તો ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.