



In this issue:

Check out our new Member Portal!

How to reach us

You have both physical and behavioral health coverage

Need to find food, housing, or other help in a hurry?

The best meeting in town!

Stigma hurts

Want to help improve “the system”?

Check out our new member portal!

PerformCare members can now use our new member portal! Register for the portal to access:

- Your health care claims
- Summaries of your recent visits
- Health information just for you

To learn more and register, visit <https://pa.performcare.org>. Use the **member portal** link under **Important news for you**.

We want to make the member portal as useful for you as possible. Have feedback about the portal? Call us at the Member Services phone number for your county or email Anthony House at ahouse@performcare.org.

How to reach us

Call the Member Services phone number for your county:

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties

- Member Services: **1-888-722-8646** (TTY **1-800-654-5984**) or PA Relay 711
- Consumer and Family Affairs: **1-717-671-6541**

Franklin and Fulton counties

- Member Services: **1-866-773-7917** (TTY **1-800-654-5984**) or PA Relay 711
- Consumer and Family Affairs: **1-717-671-6541**



You have both physical and behavioral health coverage

Through the HealthChoices program, you have both physical and behavioral health coverage.

HealthChoices is the Medical Assistance program that pays for your health care needs. In this program you have selected AmeriHealth Caritas Pennsylvania, Geisinger, Health Partners, Highmark Wholecare (formerly Gateway), or UPMC Health Plan as your physical health plan.

PerformCare, also part of the HealthChoices program, is your behavioral health plan. (When you hear behavioral health, think of mental health and substance use services.)

As your behavioral health plan, PerformCare:

- Serves people who are on Medical Assistance
- Pays for mental health, alcohol, and other drug treatment services
- Wants you to have the best care possible

We are here for your needs and the needs of your covered loved ones. PerformCare wants you to know how to get mental health and/or drug and alcohol treatment services if you or your loved ones need them.

You can learn about getting these services in your Member Handbook. To read the handbook, visit our website at <https://pa.performcare.org>. You can also call our 24/7 Member Services line and ask us to mail one to you.

Need to find food, housing, or other help in a hurry?

Check out PA Navigate!

PA Navigate is a new statewide community information tool. It is designed to address health and social care needs for Pennsylvanians by connecting them to community services.

You can use PA Navigate yourself or use it through an organization based in your community. Fill in your basic information and you can get connected to financial help, food pantries, medical care, and other free or reduced-cost help. Visit PA Navigate at <https://panavigate.org>.

Note: PerformCare is not associated with PA Navigate. We share this information to help our members, their families, and their communities.





The best meeting in town!

Want to help make things better for people recovering from mental health issues? Would you like to share your ideas and help improve mental health care in your community?

We want to hear from you! Join us at any of your county's monthly Community Support Program (CSP) meetings if you are a:

- PerformCare member or family member
- Person in mental health recovery
- Behavioral health advocate
- Concerned community member

CSP meetings connect mental health professionals with members and families to share:

- Local community news related to mental health
- Ideas and expertise for making things better

To attend, email Anthony House at ahouse@performcare.org or call the Member Services phone number for your county. We will help you find a meeting near you.

Stigma hurts

Stigma is when someone views one or more people negatively because they have a trait or behavior that differs from cultural ideas about what's common or "normal."¹ But behavioral health challenges are far from uncommon. In the U.S., it's estimated that 1 in 5 adults lives with a mental illness.²

Stigma hurts people. It can shame a person into hiding their behavioral health problems. It can prevent them from seeking help for a condition that could be successfully treated through care.

We can all play a part in reducing stigma. Want to help? The Association for Behavioral Health and Wellness has created Stamp Out Stigma, a program to address the problem of stigma related to behavioral health disorders. Stamp Out Stigma works to:

- Raise awareness of how many people live with a behavioral health condition
- Educate about behavioral health challenges
- Reduce stigma related to behavioral health

Check out Stamp Out Stigma at www.stampoutstigma.com.

Sources:

¹ "Words Matter: Reporting on Mental Health Conditions," American Psychiatric Association, www.psychiatry.org/news-room/reporting-on-mental-health-conditions.

² "Mental Health by the Numbers," National Alliance on Mental Illness, <https://www.nami.org/about-mental-illness/mental-health-by-the-numbers>.

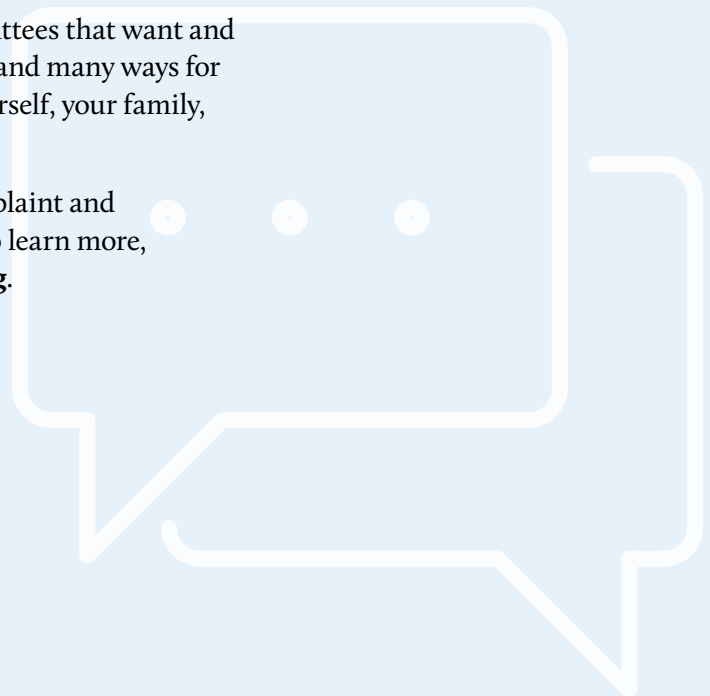




Want to help improve “the system”?

PerformCare has work groups and advisory committees that want and need your voice. We offer training, compensation, and many ways for you to take part in making things better — for yourself, your family, and your community.

Talk with us about our advisory committees, Complaint and Grievance Committee, and other opportunities. To learn more, email Anthony House at ahouse@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, 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.

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: 1-888-722-8646 (1-800-654-5984 (TTY) or 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/ខ្មែរ ភាសាភីលីពីន/ភីលីពីនសម្រាប់អ្នក។ ចូរស្រុត: **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: သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခု 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)**.

PerformCare Member Services numbers

Capital Area (Cumberland, Dauphin,
Lancaster, Lebanon, and Perry counties):
1-888-722-8646

Franklin and Fulton counties:
1-866-773-7917

You 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.

For members who are deaf or hard of hearing and use a TTY for
communication, call the PA Telecommunications Relay Service at
711 or **1-800-654-5984** (TTY) and call the PerformCare
number you want.

All images are used under license for illustrative
purposes only. Any individual depicted is a model.

PCPA_243563902-1

pa.performcare.org

8040 Carlson Road
Harrisburg, PA 17112