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Awakening: Tips to renew and refresh your health

Spring is the perfect time to tidy up. Try these tips to spruce up your health:

Shake the salt out of your diet. Check the sodium content on the Nutrition Facts label for packaged foods. Choose more fresh, unprocessed foods.

Explore seasonal fruits and veggies. Try at least one new fruit or vegetable each month. Brighten your plate with colorful options like red strawberries, green asparagus, and yellow apricots.

Hit the trail. Take a break with a walk on a local hiking trail. Use a physical activity monitor so you can track your steps and total calories burned.

Keep your sleep schedule. You still need seven to eight hours of snooze time, even as the days get longer. Stick to a regular bedtime, even on weekends.

Breathe in fresh air. Stopping smoking now may add years to your life. Ask your primary care provider about medicines and resources to help you quit, or call **1-800-QUIT-NOW**.

New Member Handbook!

Keep your eyes and ears open for an announcement concerning your Member Handbook. We have updated and changed our handbook and are excited to get it out to you. We are anxious for you to share with us your thoughts on the new handbook.

We will send a postcard out that will let you know when the new handbook is ready. You can read it online (on the PerformCare website) or call us and we'll send you one in the mail. **Be sure to look for our postcard!**

Like the previous handbook, the newer version has all of the latest information about PerformCare and how we help members get behavioral health care. Remember to call us — toll free — to ask for help with understanding any part of your handbook.

Your Member Handbook includes information about:

- How to get the care you need.
- Services available for adults and children.
- Choices you have.
- Information about who to call if, or when, you need help.
- Important rights you have.
- Important phone numbers you can use.
- Information on filing Complaints, Grievances, and Fair Hearings.
- Mental Health Advance Directives.

Remember:

Your Member Handbook has very important information, so read it carefully. Please call us if you have any questions! There is a tear-off toll-free phone number card on the back cover of the handbook.

Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.

CONTACT **Helpline** Dial 211

You've heard of 911 (emergency services) and 411 (phone numbers and addresses), but have you heard about 211?

A lot of people have not. We want you to know about it.

Finding the health and human services you need can be difficult. People have waited a long time to find a "shortcut" to the services they or their family needs. People can use 211 when looking for health services or other services, such as:

- **Help with basic human needs**, including food and clothing, shelters, housing, and utility assistance.
- **Behavioral health and health resources**, including counseling, support groups, drug and alcohol treatment, health insurance programs, health resources for moms, and health insurance programs for children.
- **Employment supports**, including job training, employment services, transportation assistance, and education programs.
- **Help for older adults and persons with disabilities**, including adult day care, community meals, respite care, home health care, transportation, and homemaker services.
- **Children, youth, and family support**, including child care, after-school programs, help for someone affected by domestic violence, family resource centers, recreation programs, and mentoring, tutoring, and protective services.

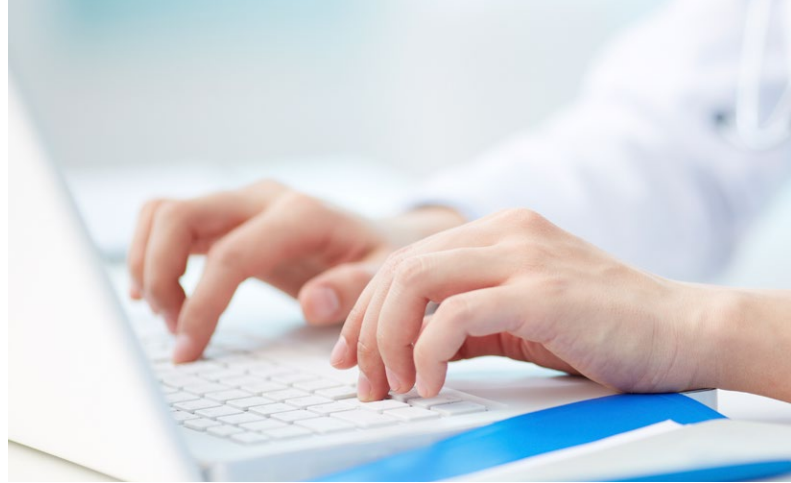
You can dial 211 or you can visit the webpage for 211 help in your area. Use this link: <https://pa211.communityos.org>.

Sources:

<http://www.contacthelpline.org/2-1-1>

<https://www.uwp.org/programs/2-1-1>

<https://pa211.communityos.org>



Getting help when you need it

When our members look for help, we want them to be seen as soon as possible. We work hard to make sure you (or your covered loved one) get treatment without much wait time. In a life-threatening emergency, you should get help right away by calling **911**.

If it is not a life-threatening emergency, you should get an appointment within:

- One hour for an emergency that is not life threatening.
- 24 hours for urgent needs.
- Seven calendar days for routine behavioral health needs.

It is important to us that you get appointments within these time frames.

If you have any problems getting a timely appointment — an appointment soon enough to meet your needs — please call us using the Member Services number for your county. You can find these numbers listed in this newsletter.

We also want to make sure you have a quick response when you call us. We measure how quickly we answer the phone. Please let us know if you ever have a problem getting your phone calls answered.

Remember, you can get care and treatment at a number of places. There are many options within our provider network. We want our members to know that they have a choice of the providers available to help them.

You can find a list of services in your Member Handbook. If you do not have a PerformCare handbook, call us and ask for one. You can also view the handbook on our website: <http://pa.performcare.org/pdf/members/member-handbook-english.pdf>.

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 (Bedford-Somerset and Franklin-Fulton Counties)

Member Services (Bedford-Somerset): **1-866-773-7891**

Member Services (Franklin-Fulton): **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

<https://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

<http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call the Member Services number for your county.

Spanish: ATENCIÓN: si habla español, tiene a su disposición los servicios de asistencia lingüística sin costo alguno. Llame al número de Servicios al Miembro de su condado.

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电您所在县的会员服务热线。

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電您所在縣的會員服務熱線。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Dịch Vụ Thành Viên dành cho quận của bạn.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по номеру телефона Member Services для вашего округа.

Pennsylvanian Dutch: Wann du Deutsch schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하 카운티의 회원 서비스로 연락하십시오.

Italian: ATTENZIONE: nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero dei Servizi per i soci relativo alla propria contea.

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خدمة العملاء الخاص ببلدك.

French: ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro des Services aux membres pour votre comté.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie die Servicenummer für Mitglieder in Ihrem Land an.

Gujarati: સૂચના: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે ભાષા સહાયતા સેવાઓ નિ:શુલ્ક ઉપલબ્ધ છે. તમારી કાઉન્ટીના મેમ્બર સર્વિસીસ નંબર પર ફોન કરો.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer obsługi członkowskiej odpowiedni dla Twojego kraju.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo Sèvis manm pou konte w.

Mon-Khmer Cambodian: ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, អ្នកអាចប្រើប្រាស់សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ។ ចូរ ទូរស័ព្ទទៅកាន់លេខសេវាបម្រើសមាជិកសម្រាប់ប្រទេសរបស់លោកអ្នក។

Portuguese: ATENÇÃO: Se fala português, encontra-se disponível serviços de assistência linguística gratuitos. Ligue para o número de Serviços aos Membros do seu país.

PerformCare Member Services numbers

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

Bedford and Somerset counties:
1-866-773-7891

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

Para recibir este boletín en español, llame al número
de teléfono de Servicios para el Miembro de su condado.

pa.performcare.org

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/TTD for communication, call the PA
Telecommunications Relay Service at **711** or
1-800-654-5984 (TTY) and call the PerformCare
number you want.

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Harrisburg, PA 17112