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## You may have more coverage than you know!

You get this newsletter because you are part of the HealthChoices program.

HealthChoices is the Medical Assistance program that pays for your health care.

- People in the HealthChoices program enroll in a physical health plan and also get a separate behavioral health plan.
- The behavioral health plan you have is based on the county you live in.
- If you live in Bedford, Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, Perry, or Somerset counties, **PerformCare is your behavioral health plan.**

**Physical health plans cover your physical health care needs.** They pay for services such as doctor visits, prescriptions, eye care, and dental care.

Physical health plans for HealthChoices include:

- Aetna Better Health.
- AmeriHealth Caritas Pennsylvania.

- Gateway Health Plan.
- United Healthcare Community Plan.
- UPMC for You.

**PerformCare is the plan that covers your behavioral health care needs.** Behavioral health includes mental health and drug and alcohol (substance use) services.

To find out more about your behavioral plan and the things we cover, call us at the number provided for your county.

### **Cumberland-Perry, Dauphin, Lancaster, and Lebanon counties**

- Member Services: **1-888-722-8646**
- Member Services TTY/TDD: **1-800-654-5984** or **PA Relay 711**

### **Bedford-Somerset and Franklin-Fulton counties**

- Member Services Bedford-Somerset: **1-866-773-7891**
- Member Services Franklin-Fulton: **1-866-773-7917**
- Member Services TTY/TDD: **1-800-654-5984** or **PA Relay 711**

**You can also read this newsletter at [pa.performcare.org](http://pa.performcare.org).**



## Physical health

# HealthChoices

You are covered by 2 managed care plans!

## Behavioral health



### Reduce stigma. Share your story.

There are many websites with real stories about real people living with mental illness and drug and alcohol problems. Sharing our stories helps to educate, support, and reduce stigma.

Stamp Out Stigma is one organization PerformCare works with to reduce stigma. They want to hear your story. To share, visit [stampoutstigma.com](http://stampoutstigma.com) and go to **Share Your Story**.

**Remember, mental illness does not discriminate. Join us to help bring attention to the importance of sharing mental health stories and improve the lives of millions of Americans living with a mental illness.**

Join us to help bring attention to the stigma of mental health and substance use by sharing your stories, and contact us for other ways you can get involved in raising awareness.

### Sexting and teens

You may have heard of “sexting.” This is when a person talks about sex through a text message. It may also be when a person sends or asks for images, such as nude photos, using a cell phone. Some teens may think sending or receiving nude photos is cool, but it is not. To send nude photos of a person under 18 years of age may result in federal criminal charges. It is also a crime for minors to send nude photos to another minor. Parents who allow teens to share nude photos may also be charged.

Sexting often happens when it is not wanted. This can cause stress and problems. It can also be a way to abuse or harass someone through:

- Force or pressure to send nude photos or sexual words.
- Sharing a sex video recorded with a cell phone .
- Sending unwanted words or images about sex.
- Threats to hurt someone if nude photos are not sent.

To share sexual words and photos is very easy. It can happen at any place and at any time, since so many teens carry cell phones. This also makes it easy for a photo to be shared quickly and with a lot of people. A sexual image on the internet may never go away. It can be used in ways that can hurt the person in the photo.

If someone you know under 18 years of age is being forced to send nude photos, contact the police or call the number below.

Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: **1-866-331-9474 (TTY 1-866-331-8453)**.

You can also visit these websites:

- Love is Respect: [www.loveisrespect.org](http://www.loveisrespect.org).
- That’s Not Cool: [www.thatsnotcool.com](http://www.thatsnotcool.com).

To find the domestic abuse program nearest you, visit [www.pcadv.org](http://www.pcadv.org) and click on **Find Help** or use the **Find Help** map on the home page.



## Your thoughts, concerns, and opinions count!

### Consumer/Family Satisfaction Team

It is critical that you know that your concerns and ideas are heard and respected. The Behavioral Health HealthChoices program uses an organization to improve the quality of services received by their Members and families.

Consumer/Family Satisfaction Teams (C/FST) work in your county. In some counties they are called Individual/Family Satisfaction Teams.

They are interested in knowing how you feel about your HealthChoices services.

- They use surveys to gather this information.
- Their goal is to make services better for you, your loved ones, and others who use behavioral health services paid for by PerformCare, your behavioral health plan.

### What can your C/FST do for you?

- The C/FST gives you a confidential way to report your ideas and concerns about your services.
- The C/FST will contact you to ask for an interview. This interview will help the C/FST find out what you like or dislike about the mental health or drug and alcohol services you receive.
- You do not have to participate, but it helps make things better for Members if you do.
- The C/FST is also interested in taking any suggestions that you have for improvements in your services.
- They work very hard to resolve problems with programs, services, or providers.
- The C/FST educates consumers and family members by giving information on resources available in your county.
- Sometimes the C/FST will offer you a gift card or some other small token to encourage your participation.

The C/FST working in your county is an organization staffed by persons in recovery and the family members of someone who uses mental health or substance use services.

The satisfaction survey is given by the C/FST. In some counties, someone from C/FST may call you. In other counties, you can call C/FST and ask to do a survey. If you are contacted, you can choose whether to participate in the

survey. If you do not, this will not affect your benefits in any way. Your opinions are valuable and can help many people. All responses are confidential.

### How is the information used?

The information you provide will be used to:

- Improve mental health and drug and alcohol services.
- Address any problems with programs, services, or Providers.
- Help identify strengths and weaknesses in the HealthChoices program.

You can find the number for the organization that serves your county. You can find it in the Important Phone Numbers section of your Member handbook. You can also call PerformCare and ask for the phone number to the CFST that serves the county you live in.

## More about the C/FST survey

The surveys do not take long to complete. Sometimes the C/FST offers gift cards or small tokens of appreciation to encourage consumer and family input.

If you have questions about the C/FST serving your county or the surveys they use, you can call PerformCare using the number for your county.

There are two surveys: one for children and adolescents, and one for adults. Each has its own similar questions.

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**You can offer suggestions for improvement of mental health and drug and alcohol services. Your opinions matter and can help improve services.**

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## Drugs, alcohol, and teen dating abuse

Teens may feel peer pressure to drink alcohol or try drugs. Some teens take alcohol or drugs to cope with emotional pain. Emotional pain may be caused by one or more traumatic events. Data says that boys who report dating abuse are more likely to use marijuana or be antisocial. Girls who report dating abuse are more likely to:

- Smoke.
- Have suicidal thoughts.
- Be depressed.
- Binge drink.

Teens also may be coerced into using drugs or alcohol by an abusive partner to:

- Control them through drug or alcohol addiction.
- Make them do things they would not normally do.
- Keep them from reporting the abuse.

A teen may feel afraid to report abuse if they are high or drunk. This may be because the teen is afraid of getting into trouble. They may feel ashamed or at fault. They may

be afraid the person who did it will plan revenge. A local domestic abuse advocate can talk about ways to stay safer if more abuse is a risk.

No one deserves to be abused. It does not matter if they use drugs or alcohol. It does not matter what they say or do. It does not matter if they change their mind about what they agree to do. Drugs and alcohol do not make a person abuse their partner. Blaming abuse on drugs or alcohol is an excuse. There are people who can help teens who have been abused.

To find the domestic abuse program nearest you, visit [www.pcadv.org](http://www.pcadv.org) and click on **Find Help** or use the **Find Help** map on the home page.

To reach the National Dating Abuse hotline, call 1-866-331-9474 or text “loveis” to 22522. Or visit these websites:

- Love is Respect: [www.loveisrespect.org](http://www.loveisrespect.org)
- That’s Not Cool: [www.thatsnotcool.com](http://www.thatsnotcool.com)

### Source

Exner-Cortens, D., et al. “Longitudinal Associations Between Teen Dating Violence and Adverse Health Outcomes.” *Pediatrics*. Abstract. Jan. 2013. <http://pediatrics.aappublications.org/content/early/2012/12/05/peds.2012-1029>

## 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, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff.**

**Korean: 주의: 한국어를 사용하지는 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។ ចូរទូរស័ព្ទទៅកាន់លេខសេវាបម្រើសមាជិកសម្រាប់ប្រទេសរបស់លោកអ្នក។**

**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**

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

Bedford and Somerset counties:

**1-866-773-7891**

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

Franklin and Fulton counties:

**1-866-773-7917**

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

[www.performcare.org](http://www.performcare.org)

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Harrisburg, PA 17112