

Provider Notice

To: All Providers
From: Dan Eisenhauer, Director of Operations
Date: September 29, 2021
Subject: AD 21-107 Recipient Language by County

PerformCare continues to focus on whole person and person centered care for our Members. An important component of treatment is understanding and responding to cultural and language factors that impact our Members ability to access and participate in behavioral health treatment.

In order to assist providers with understanding the demographics of our HealthChoices population, PerformCare is sharing Membership data that includes the primary language spoken by our Members. This data is reported to PerformCare by DHS on Member eligibility files and is based on Member report to their County Assistance Office. PerformCare corrects Member's language data when errors are found.

This information is being distributed to assist providers in understanding the prevalence of non-English speaking Members by County in order that providers may better anticipate and plan to meet Members treatment needs when the Member's primary language is not English. Language needs should not be a reason to decline a referral or a barrier to treatment. PerformCare covers part of the cost for interpreter service to assist providers as described in PerformCare Policy: Interpreter Costs in Service Delivery, Policy Number: PR-027.

Please see PerformCare Member Language data sorted by County on the attached report. If you have any questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
PerformCare Account Executives

CUMBERLAND

English	36175	95.04%
Vietnamese	50	0.13%
Somali	208	0.55%
Unknown	152	0.40%
Spanish	851	2.24%
Gujarati	34	0.09%
Arabic	296	0.78%
Croatian	4	0.01%
Bosnian	16	0.04%
French	31	0.08%
Russian	26	0.07%
Creole	7	0.02%
Albanian	1	0.00%
Farsi	39	0.10%
Korean	8	0.02%
Thai	6	0.02%
Czechoslovakian	8	0.02%
Bengali	6	0.02%
Punjabi	15	0.04%
Mandarin	30	0.08%
Swahili	1	0.00%
Cantonese	6	0.02%
Urdu	22	0.06%
Yoruba	4	0.01%
Ukranian	4	0.01%
Italian	9	0.02%
Sign Language	5	0.01%
Hindi	15	0.04%
Laotian	1	0.00%
Greek	2	0.01%
Armenian	2	0.01%
Burmese	8	0.02%
Tagalog	3	0.01%
Indonesian	1	0.00%

Cambodian	4	0.01%
Serbian	3	0.01%
Hungarian	2	0.01%
Hebrew	1	0.00%
Tamil	2	0.01%
Turkish	5	0.01%

Total 38063

DAUPHIN

English	69680	89.39%
Spanish	6203	7.96%
French	78	0.10%
Arabic	206	0.26%
Vietnamese	218	0.28%
Gujarati	41	0.05%
Portuguese	5	0.01%
Farsi	24	0.03%
Burmese	8	0.01%
Punjabi	6	0.01%
Mandarin	43	0.06%
Cantonese	13	0.02%
Unknown	1127	1.45%
Urdu	54	0.07%
Armenian	20	0.03%
German	4	0.01%
Croatian	3	0.00%
Creole	20	0.03%
Uzbek	21	0.03%
Pashtou	8	0.01%
Tagalog	5	0.01%
Hindi	21	0.03%
Amharic	8	0.01%
Russian	12	0.02%
Latvian	4	0.01%
Indonesian	12	0.02%
Bosnian	3	0.00%
Ukranian	1	0.00%
Swahili	57	0.07%
Korean	6	0.01%
Italian	7	0.01%

Thai	3	0.00%
Greek	2	0.00%
Cambodian	14	0.02%
Sign Language	3	0.00%
Czechoslovakian	1	0.00%
Tamil	1	0.00%
Ibo	1	0.00%
Albanian	6	0.01%
Polish	1	0.00%

Total **77950**

FRANKLIN

English	27737	92.83%
Spanish	1984	6.64%
Creole	49	0.16%
Arabic	14	0.05%
Armenian	18	0.06%
Greek	1	0.00%
Czechoslovakian	1	0.00%
Bosnian	1	0.00%
Guiarati	7	0.02%
Urdu	8	0.03%
Farsi	2	0.01%
Unknown	22	0.07%
Sign Language	3	0.01%
Mandarin	12	0.04%
Vietnamese	5	0.02%
Korean	2	0.01%
Italian	6	0.02%
French	3	0.01%
Albanian	1	0.00%
Romanian	1	0.00%
Hindi	1	0.00%

Total **29878**

Fulton

English	3175	99.65%
Spanish	5	0.16%
Unknown	4	0.13%
Bosnian	2	0.06%

Total **3186**

LANCASTER

English	87900	89.37%
Spanish	8466	8.61%
Cambodian	28	0.03%
Arabic	277	0.28%
Creole	103	0.10%
Vietnamese	169	0.17%
Amharic	68	0.07%
Swahili	327	0.33%
Unknown	337	0.34%
Burmese	174	0.18%
Cantonese	20	0.02%
Russian	131	0.13%
Ukranian	52	0.05%
Korean	3	0.00%
Polish	3	0.00%
Armenian	17	0.02%
Guiarati	28	0.03%
Mandarin	45	0.05%
Laotian	11	0.01%
Somali	9	0.01%
French	43	0.04%
Farsi	18	0.02%
Bengali	11	0.01%
Hmong	9	0.01%
Romanian	6	0.01%
Sign Language	19	0.02%
Turkish	31	0.03%
German	3	0.00%
Albanian	9	0.01%
Pashtou	4	0.00%
Hindi	5	0.01%
Tagalog	1	0.00%
Bosnian	3	0.00%
Italian	1	0.00%
Croatian	3	0.00%
Czechoslovakian	3	0.00%
Greek	2	0.00%
Ibo	1	0.00%
Serbian	1	0.00%

Portuguese	1	0.00%
Urdu	5	0.01%
Punjabi	6	0.01%
Malay	1	0.00%

Total 98354

LEBANON

English	25306	83.98%
Spanish	4572	15.17%
Sign Language	4	0.01%
Cambodian	19	0.06%
Farsi	7	0.02%
Creole	4	0.01%
Russian	54	0.18%
Arabic	62	0.21%
Armenian	1	0.00%
Vietnamese	12	0.04%
Hindi	7	0.02%
Mandarin	6	0.02%
Laotian	1	0.00%
Greek	1	0.00%
Bengali	8	0.03%
Unknown	60	0.20%
Ukranian	2	0.01%
Burmese	1	0.00%
French	1	0.00%
Guarati	3	0.01%
Tagalog	1	0.00%
Urdu	2	0.01%

Total 30134

PERRY

English	8060	99.72%
Spanish	16	0.20%
Guarati	1	0.01%
Urdu	1	0.01%
Arabic	1	0.01%
Unknown	4	0.05%

Total 8083