

Provider Notice

To: **All Providers**
From: **Dan Eisenhauer, Director of Operations**
Date: **March 19, 2024**
Subject: **AD 24 102 Recipient Language by County**

PerformCare continues to issue our recipient language data twice per year and the notice includes an additional new report of the languages spoken by consumers receiving Behavioral Health services for each county, in addition to the primary language of all HealthChoices enrollees. This information assists providers in understanding the prevalence of non-English speaking Members by County so that providers may better anticipate and plan to meet member's treatment needs when the member's primary language is not English. Please note that member specific language information is available to providers via the Navinet Member Eligibility and Benefits search function.

PerformCare's membership data with the primary language is reported to PerformCare by DHS on member eligibility files based on member reported language to their County Assistance Office. PerformCare also corrects member's language data when errors are found.

As a reminder, under Title VI of the Civil Rights Act, providers who are enrolled with Medicaid or Medicare are responsible for providing language and communication services to members to meet their clinical needs. In addition, PA state requirements for Medicaid enrolled providers prohibit providers from refusing to serve members based on their language needs. We have included a sample of language resources that providers may utilize to meet Members language needs.

PerformCare contributes to the cost for interpreters to assist providers with meeting members language needs as described in PerformCare Policy PR-027: Interpreter Costs in Service Delivery.

Also please review the PerformCare training from 1/28/2022 on Federal and State requirements for providers to meet members language needs as well as resources for providers posted here: <https://pa.performcare.org/providers/training-education/performcare-presentations.aspx>

If you have any questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Reisinger, Tuscarora Managed Care Alliance
PerformCare Account Executives

CABHC Consumer Language Data Q3 and Q4 2023						
Language	CUMBERLAND	DAUPHIN	LANCASTER	LEBANON	PERRY	Total Consumers
English	6,447	9,712	15,350	4,430	1,132	36,842
Spanish	90	664	973	633		2,359
Other	22	343	77	36	7	484
Nepali	27	107	18	2	2	156
Arabic	6	1	14	3		24
Farsi	3	2	10			15
Sign Language		2	8	4		14
Vietnamese	1	9	2	1		13
Swahili		2	9			11
French	2	7	1			10
Creole (Haiti Fr)		1	6	1		8
Armenian	3	1	3			7
Czech	1	2	3			6
Chinese (Mandarin)	1	2	2			5
Burmese			5			5
Russian	1	2	1			4
Urdu		2	1			3
Ukrainian			2	1		3
Karen			3			3
Cambodian		1	1			2
Bosnian (Serbo-Croat)		1	1			2
Pashto/Pushtu	2					2
Punjabi/Panjabi		1	1			2
Kinyarwanda			2			2
Hakha Chin/Lai		1	1			2
Laotian/Lao			1			1
Albanian		1				1
Gujarati (India)	1					1
Italian		1				1
Portuguese		1				1
Somali			1			1
Yoruba					1	1
Af Maay		1				1
Pennsylvania Dutch		1				1
Tigrinya		1				1
Grand Total	6,607	10,869	16,496	5,111	1,142	39,994

TMCA Consumer Language Data Q3 and Q4 2023			
Language	FRANKLIN	FULTON	Total Consumers
English	5,388	438	5,819

Spanish	145		145
Other	32	3	35
Creole (Haiti Fr)	4		4
Armenian	2		2
French	1		1
Czech		1	1
Farsi	1		1
Sign Language		1	1
Urdu	1		1
Ukrainian	1		1
Nepali	1		1
Grand Total	5,576	443	6,012

CABHC Member Language Data Q3 and Q4 2023						
Language	CUMBERLAND	DAUPHIN	LANCASTER	LEBANON	PERRY	Total Members
English	50,093	83,881	107,827	30,215	9,745	279,716
Spanish	1,304	8,136	11,461	6,018	38	26,891
Nepali	1,361	3,828	572	228	10	5,954
Other	395	1,392	1,084	198	54	3,113
Arabic	481	355	499	137	2	1,471
Creole (Haiti Fr)	22	357	843	17		1,239
Swahili	18	130	601			747
Russian	77	23	325	125	39	585
Vietnamese	81	259	220	22		580
Ukrainian	58	53	253	48	14	426
Farsi	148	50	126	4	2	323
French	48	179	73	2	1	303
Somali	260	1	32			293
Burmese	7	14	216	1		238
Amharic	7	10	166			183
Chinese (Mandarin)	36	68	57	13		174
Gujarati (India)	83	39	39	7	2	170
Kinyarwanda	8	7	147			162
Pashto/Pushtu	31	38	81			149
Urdu	45	88	12		1	146
Karen			104			104
Cambodian	4	37	34	27		100
Bosnian (Serbo-Croat)	36	18	9			63
Sign Language	2	12	34	11		58
Armenian	6	19	30	1	1	57
Hindi (India)	26	13	6	5		50

Punjabi/Panjabi	30	5	6			41
Chinese (Cantonese)	7	10	22			39
Bengali	9	3	12	9		33
Turkish	6		26			32
Tigrinya		16	16			32
Czech	4	11	14	2		31
Uzbek	2	29				31
Hakha Chin/Lai	4	11	16			31
Pennsylvania Dutch	2	14	12			28
Korean	14	6	8	1		27
Albanian		13	8			21
Portuguese		15	5		1	21
Tagalog (Philippines)	12	4	5			21
Oromo			18	1		19
Italian	7	3	2	1		13
Indonesian	1	10	1			12
Hmong			10			10
Romanian	2		7			9
Laotian/Lao	2		6			8
Thai	4	3				7
Hungarian	2	4				6
Croatian	3	2				5
German		1	4			5
Tamil	4	1				5
Yoruba		1			4	5
Greek	2		2			4
Af Maay		2	2			4
Hebrew	1	1	1			3
Ibo		2	1			3
Azerbaijani	3					3
Polish			2			2
Japanese		1		1		2
Malayalam (India)	2					2
Rohingya		1	1			2
Serbian			1			1
Grand Total	54,760	99,176	125,059	37,094	9,914	323,813

TMCA Member Language Data Q3 and Q4 2023			
	FRANKLIN	FULTON	Total Members
English	34,767	3,920	38,627
Spanish	2,804	6	2,810

Creole (Haiti Fr)	277		277
Other	202	25	227
Nepali	120		120
Arabic	31		31
Russian	28		28
Chinese (Mandarin)	16		16
Armenian	13		13
Bengali	7		7
Gujarati (India)	7		7
Korean	7		7
Ukrainian	7		7
Czech	5	1	6
Italian	6		6
Vietnamese	5		5
Urdu	4		4
Sign Language	2	1	3
French	2		2
Hindi (India)	2		2
Romanian	2		2
Albanian	1		1
Farsi	1		1
Portuguese	1		1
Grand Total	38,317	3,953	42,210

Examples of Language Resources

Interpreter resource information provided by PerformCare and County partners include:

Propio: <https://propio-ls.com/>

Language Line: <https://www.languageline.com/>

Cumberland Perry MH/IDD: Geneva Worldwide offers both by phone and in-person interpreters. <https://www.genevaworldwide.com/> (212) 255-8400 ext. 201.

Dauphin County MH/A/DP and CMU: International Service Center: In person <http://www.isc76.org/programs/social-services-for-individuals-families-ssif/>

For Members who are deaf or hard of hearing : ASL Services, 2536 Eastern BLVD #130, York, PA 17402 717-755-3212 Email: billing@aslservicespa.com

Lancaster County BH/DS: Disability Empowerment Center <https://www.decpa.org/> and Deaf and Hard of Hearing Services (United Way) Contact: Elizabeth Fechtmann-Crippen, (717) 509-6622, (717) 291-1830, efcrippen@dhhs Lancaster.org

Lebanon County MH/ID/EI: Exact Communication <https://exactcommunication.com/>
And Lentha Zinsky for sign language needs.

Franklin/Fulton MH/IDD/EI: International Corporate Training & Marketing www.ictmlc.com
Translations, Interpretations, Training, Multicultural Marketing and Outreach, Contact: Sila Alegret-Bartel, Hagerstown, MD Chambersburg, PA Martinsburg, WV; Phone (240) 420-0803
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