

## Provider Notice

To: **All Providers**  
From: **Dan Eisenhauer, Director of Operations**  
Date: **October 18, 2024**  
Subject: **AD 24 113 Recipient Language by County**

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PerformCare continues to issue recipient language data twice per year including language reports by membership by county and by recipients of behavioral health services by county. This information assists providers in understanding the prevalence of non-English speaking Members so that providers can plan to meet member's treatment and language needs. Please note that member specific language information is available to providers via the Navinet Member Eligibility and Benefits search function. PerformCare's membership 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 members report errors.

Annually, PerformCare distributes additional language resources and information that assists providers with understanding the broader language needs of the communities we serve, including a link to data by census tract for a more detailed analysis of the communities we serve. As PerformCare continues to focus on Diversity, Equity and Inclusion and person-centered care for our members, we emphasize the importance of understanding and responding to language needs that impact our members' ability to access and participate in behavioral health treatment.

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. 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 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 Wileman, Tuscarora Managed Care Alliance  
PerformCare Account Executives

CABHC Consumers Language Q2 2024		TMCA Consumers Language Q2 2024	
Language	Consumers	Language	Consumers
English	29,318	English	4,678
Spanish	1,914	Spanish	122
Other	349	Other	29
Nepali	119	Creole (Haiti Fr)	3
Arabic	32	Armenian	2
Sign Language	16	Farsi	1
Swahili	14	Ukrainian	1
Creole (Haiti Fr)	13	Nepali	1
Vietnamese	11	<b>Grand Total</b>	<b>4,837</b>
Farsi	10		
Armenian	7		
Russian	6		
French	6		
Burmese	5		
Kinyarwanda	5		
Bosnian (Serbo-Croat)	3		
Ukrainian	3		
Albanian	2		
Chinese (Mandarin)	2		
Punjabi/Panjabi	2		
Karen	2		
Tigrinya	2		
Laotian/Lao	1		
Gujarati (India)	1		
Hindi (India)	1		
Italian	1		
Japanese	1		
Korean	1		
Pashto/Pushtu	1		
Somali	1		
Urdu	1		
Pennsylvania Dutch	1		
<b>Grand Total</b>	<b>31,851</b>		

# PerformCARE

## Enrollment-Language Summary

All Contracts & Counties

For eligible members as of 9/1/2024

### CUMBERLAND

English	37032	90.61%
Nepali	1210	2.96%
Spanish	999	2.44%
Arabic	416	1.02%
Unknown	232	0.57%
Somali	197	0.48%
Farsi	155	0.38%
Gujarati (India)	74	0.18%
Russian	60	0.15%
Vietnamese	57	0.14%
Ukranian	50	0.12%
Creole	42	0.10%
Pashtou	38	0.09%
Mandarin	34	0.08%
Bosnian	32	0.08%
Punjabi	32	0.08%
Urdu	31	0.08%
French	30	0.07%
Hindi	21	0.05%
Tagalog	13	0.03%
Kinyarwanda	11	0.03%
Korean	10	0.02%
Uzbek	10	0.02%
Bengali	8	0.02%
Czech	8	0.02%
Portuguese	8	0.02%
Burmese	7	0.02%
Amharic	7	0.02%
Chinese (Cantonese)	6	0.01%
Italian	6	0.01%
Cambodian	6	0.01%
Swahili	5	0.01%
Croatian	4	0.01%
Armenian	4	0.01%
Turkish	4	0.01%
Hakha Chin/Lai	4	0.01%

Malayalam	2	0.00%
Thai	1	0.00%
Laotian	1	0.00%
Greek	1	0.00%
Tamil	1	0.00%
Sign Language	1	0.00%
Indonesian	1	0.00%

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**Total** **40871**

**DAUPHIN**

English	61773	83.83%
Spanish	6500	8.82%
Nepali	2717	3.69%
Unknown	831	1.13%
Creole	543	0.74%
Arabic	324	0.44%
Vietnamese	196	0.27%
French	137	0.19%
Swahili	103	0.14%
Urdu	97	0.13%
Pashtou	69	0.09%
Mandarin	58	0.08%
Farsi	43	0.06%
Ukranian	39	0.05%
Gujarati (India)	37	0.05%
Cambodian	23	0.03%
Tigrinya	18	0.02%
Portuguese	17	0.02%
Albanian	16	0.02%
Uzbek	13	0.02%
Russian	13	0.02%
Hindi	12	0.02%
Sign Language	10	0.01%
Chinese (Cantonese)	10	0.01%
Indonesian	9	0.01%
Burmese	7	0.01%
Bosnian	7	0.01%
Armenian	7	0.01%
Czech	7	0.01%
Hakha Chin/Lai	6	0.01%
Tagalog	6	0.01%
Pennsylvania Dutch	5	0.01%
Amharic	5	0.01%
Punjabi	5	0.01%
Italian	4	0.01%
Hungarian	4	0.01%
Kinyarwanda	3	0.00%

Korean	3	0.00%
Croatian	2	0.00%
Ibo	2	0.00%
Rohingya	2	0.00%
Laotian	1	0.00%
Bengali	1	0.00%
Japanese	1	0.00%
Thai	1	0.00%
German	1	0.00%
Turkish	1	0.00%

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**Total** **73689**

**FRANKLIN**

English	25000	89.19%
Spanish	2206	7.87%
Creole	490	1.75%
Unknown	115	0.41%
Nepali	101	0.36%
Russian	26	0.09%
Arabic	19	0.07%
Ukrainian	13	0.05%
Armenian	9	0.03%
Mandarin	9	0.03%
French	8	0.03%
Bengali	7	0.02%
Gujarati (India)	6	0.02%
Vietnamese	5	0.02%
Korean	3	0.01%
Czech	3	0.01%
Hindi	3	0.01%
Urdu	2	0.01%
Romanian	2	0.01%
Portuguese	1	0.00%
Sign Language	1	0.00%
Farsi	1	0.00%
Italian	1	0.00%

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**Total** **28031**

**Fulton**

English	2926	99.05%
Unknown	20	0.68%
Spanish	5	0.17%
Pennsylvania Dutch	2	0.07%
Sign Language	1	0.03%

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**Total** **2954**

**LANCASTER**

English	79621	85.34%
Spanish	9071	9.72%

Creole	834	0.89%
Swahili	545	0.58%
Unknown	511	0.55%
Arabic	483	0.52%
Nepali	473	0.51%
Russian	345	0.37%
Ukrainian	214	0.23%
Burmese	190	0.20%
Vietnamese	159	0.17%
Kinyarwanda	112	0.12%
Farsi	104	0.11%
Amharic	99	0.11%
Pashtou	95	0.10%
Karen	66	0.07%
French	54	0.06%
Mandarin	52	0.06%
Gujarati (India)	32	0.03%
Cambodian	26	0.03%
Turkish	22	0.02%
Sign Language	21	0.02%
Armenian	20	0.02%
Somali	19	0.02%
Chinese (Cantonese)	19	0.02%
Tigrinya	17	0.02%
Urdu	16	0.02%
Bengali	10	0.01%
Hakha Chin/Lai	9	0.01%
Hmong	9	0.01%
Romanian	8	0.01%
Bosnian	8	0.01%
Punjabi	6	0.01%
Korean	5	0.01%
German	4	0.00%
Laotian	4	0.00%
Czech	3	0.00%
Portuguese	3	0.00%
Tagalog	2	0.00%
Hindi	2	0.00%
Pennsylvania Dutch	2	0.00%
Japanese	2	0.00%
Albanian	2	0.00%
Uzbek	2	0.00%
Serbian	1	0.00%
Greek	1	0.00%
Indonesian	1	0.00%
<b>Total</b>	<b>93304</b>	

## LEBANON

English	22556	81.62%
Spanish	4510	16.32%
Nepali	186	0.67%
Arabic	106	0.38%
Russian	101	0.37%
Unknown	35	0.13%
Creole	34	0.12%
Cambodian	23	0.08%
Vietnamese	18	0.07%
Ukrainian	16	0.06%
Mandarin	10	0.04%
Sign Language	9	0.03%
Gujarati (India)	7	0.03%
Bengali	6	0.02%
Farsi	4	0.01%
French	3	0.01%
Hindi	3	0.01%
Czech	2	0.01%
Armenian	1	0.00%
Burmese	1	0.00%
Japanese	1	0.00%
Italian	1	0.00%
Swahili	1	0.00%

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<b>Total</b>	<b>27634</b>	
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## PERRY

English	7109	98.18%
Russian	52	0.72%
Unknown	32	0.44%
Spanish	27	0.37%
Ukrainian	10	0.14%
Nepali	6	0.08%
Urdu	1	0.01%
Arabic	1	0.01%
Portuguese	1	0.01%
French	1	0.01%
Gujarati (India)	1	0.01%

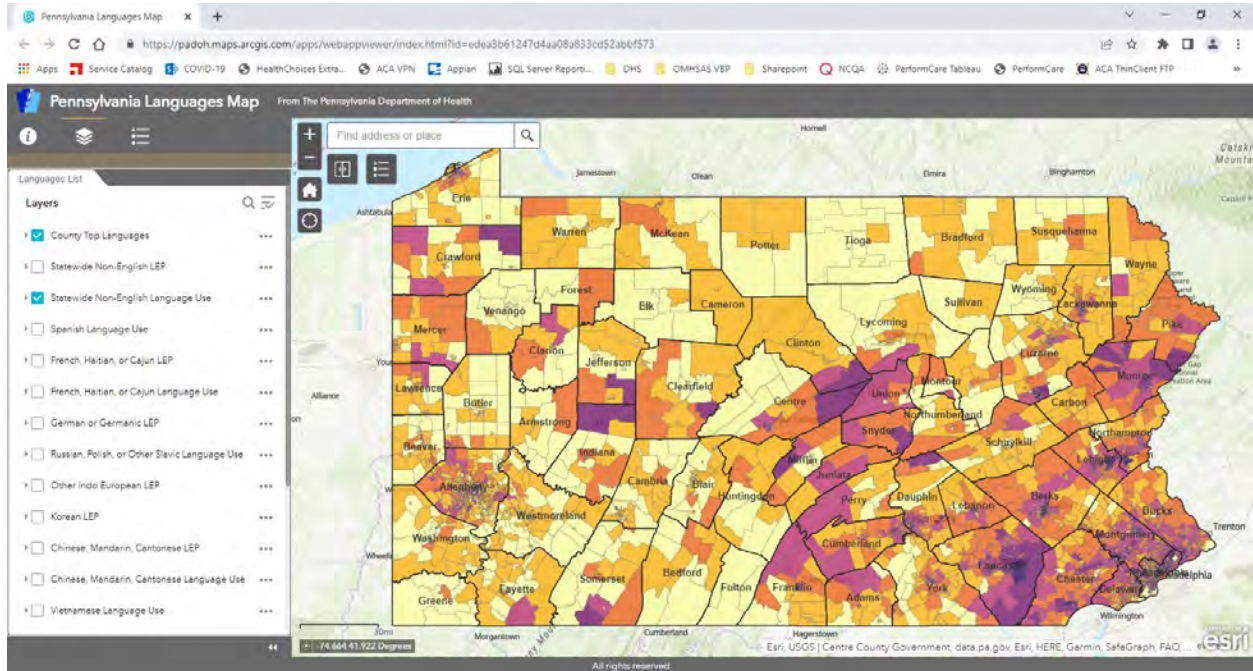
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<b>Total</b>	<b>7241</b>	
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## PerformCare's Counties Top 5 Non English Languages and Census tract language information

The screen shot below shows how additional information on language data, including census tract level data, is available by visiting the clickable map at:

<https://padoh.maps.arcgis.com/apps/webappviewer/index.html?id=edea3b61247d4aa08a833cd52abf573>



The Top Five Non-English Languages For Cumberland County Are:

1. **Spanish**
  - Population Count: 5,652
  - Percent of County Population: 2.41%
  - Percent of this group with LEP: 30.07%
2. **Other Indo European**
  - Population Count: 4,105
  - Percent of County Population: 1.75%
  - Percent of this group with LEP: 27.79%
3. **German or Germanic**
  - Population Count: 3,146
  - Percent of County Population: 1.34%
  - Percent of this group with LEP: 27.43%
4. **Asian or Pacific Island**
  - Population Count: 2,518
  - Percent of County Population: 1.07%
  - Percent of this group with LEP: 20.21%
5. **Russian, Polish, or Slavic**
  - Population Count: 1,328
  - Percent of County Population: 0.57%
  - Percent of this group with LEP: 43.45%



The Top Non-English Five Languages For Dauphin County Are:

1. **Spanish**
  - Population Count: 13,474
  - Percent of County Population: 5.23%
  - Percent of this group with LEP: 45.14%
2. **Other Indo European**
  - Population Count: 5,308
  - Percent of County Population: 2.06%
  - Percent of this group with LEP: 42.61%
3. **German or Germanic**
  - Population Count: 2,060
  - Percent of County Population: 0.80%
  - Percent of this group with LEP: 25.19%
4. **Vietnamese**
  - Population Count: 1,559
  - Percent of County Population: 0.60%
  - Percent of this group with LEP: 31.48%
5. **Asian or Pacific Island**
  - Population Count: 1,551
  - Percent of County Population: 0.60%
  - Percent of this group with LEP: 33.53%

The Top Five Non-English Languages For Franklin County Are:

1. **Spanish**
  - Population Count: 5,418
  - Percent of County Population: 3.75%
  - Percent of this group with LEP: 46.49%
2. **German or Germanic**
  - Population Count: 1,562
  - Percent of County Population: 1.08%
  - Percent of this group with LEP: 28.48%
3. **Other Indo European**
  - Population Count: 802
  - Percent of County Population: 0.55%
  - Percent of this group with LEP: 14.21%
4. **French, Haitian, or Cajun**
  - Population Count: 536
  - Percent of County Population: 0.37%
  - Percent of this group with LEP: 9.57%
5. **Tagalog or Filipino**
  - Population Count: 245
  - Percent of County Population: 0.17%
  - Percent of this group with LEP: 22.45%

The Top Five Non-English Languages For Fulton County Are:

1. **Spanish**
  - Population Count: 72
  - Percent of County Population: 0.52%
  - Percent of this group with LEP: 13.88%
2. **Other Indo European**
  - Population Count: 39
  - Percent of County Population: 0.28%
  - Percent of this group with LEP: 0.00%
3. **French, Hatian, or Cajun**
  - Population Count: 29
  - Percent of County Population: 0.21%
  - Percent of this group with LEP: 0.00%
4. **Chinese, Mandarin, or Cantonese**
  - Population Count: 18
  - Percent of County Population: 0.13%
  - Percent of this group with LEP: 24.79%
5. **German or Germanic**
  - Population Count: 13
  - Percent of County Population: 0.09%
  - Percent of this group with LEP: 0.00%

The Top Five Non-English Languages For Lancaster County Are:

1. **Spanish**
  - Population Count: 34,747
  - Percent of County Population: 6.90%
  - Percent of this group with LEP: 38.11%
2. **German or Germanic**
  - Population Count: 33,803
  - Percent of County Population: 6.71%
  - Percent of this group with LEP: 29.85%
3. **Other Indo European**
  - Population Count: 3,620
  - Percent of County Population: 0.71%
  - Percent of this group with LEP: 40.33%
4. **Vietnamese**
  - Population Count: 2,666
  - Percent of County Population: 0.52%
  - Percent of this group with LEP: 51.70%
5. **Other or Unspecified**
  - Population Count: 2,334
  - Percent of County Population: 0.46%
  - Percent of this group with LEP: 37.28%

The Top Five Non English Languages For Lebanon County Are:

1. **Spanish**
  - Population Count: 11,505
  - Percent of County Population: 8.83%
  - Percent of this group with LEP: 35.67%
2. **German or Germanic**
  - Population Count: 1,878
  - Percent of County Population: 1.44%
  - Percent of this group with LEP: 32.48%
3. **Other Indo European**
  - Population Count: 709
  - Percent of County Population: 0.54%
  - Percent of this group with LEP: 39.06%
4. **Russian, Polish, or Slavic**
  - Population Count: 551
  - Percent of County Population: 0.42%
  - Percent of this group with LEP: 32.11%
5. **Vietnamese**
  - Population Count: 470
  - Percent of County Population: 0.36%
  - Percent of this group with LEP: 44.89%

The Top Five Non English Languages For Perry County Are:

1. **German or Germanic**
  - Population Count: 1,370
  - Percent of County Population: 3.16%
  - Percent of this group with LEP: 10.65%
2. **Spanish**
  - Population Count: 515
  - Percent of County Population: 1.18%
  - Percent of this group with LEP: 40.77%
3. **Other Indo European**
  - Population Count: 116
  - Percent of County Population: 0.26%
  - Percent of this group with LEP: 18.96%
4. **French, Hatian, or Cajun**
  - Population Count: 74
  - Percent of County Population: 0.17%
  - Percent of this group with LEP: 0.00%
5. **Asian or Pacific Island**
  - Population Count: 49
  - Percent of County Population: 0.11%
  - Percent of this group with LEP: 69.39%