

## Provider Notice

To: **All Network Providers**  
From: **Dan Eisenhauer, Director of Operations**  
Date: **November 22, 2024**  
Subject: **AD 24 117 Policy and Procedure Re-organization on PerformCare's website**

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To make PerformCare's website more user-friendly, the Policy and Procedures posted to the website will be re-organized in alphabetical order by subject matter rather than by the official title of the Policy and Procedure as shown in the below screenshot. This will also improve searches for policy content by relevant policy keywords.

For example, "CM-CAS-057 Children's Service Provider Transfer Process" will be renamed to "Provider Transfer Process for Children's Services".

## Provider Policies

PerformCare policies posted to this website are updated annually. It is possible a more current version of a policy is available. Please contact your Account Representative or Care Manager for such policy inquiries. [Provider notices have been moved to a separate page.](#)

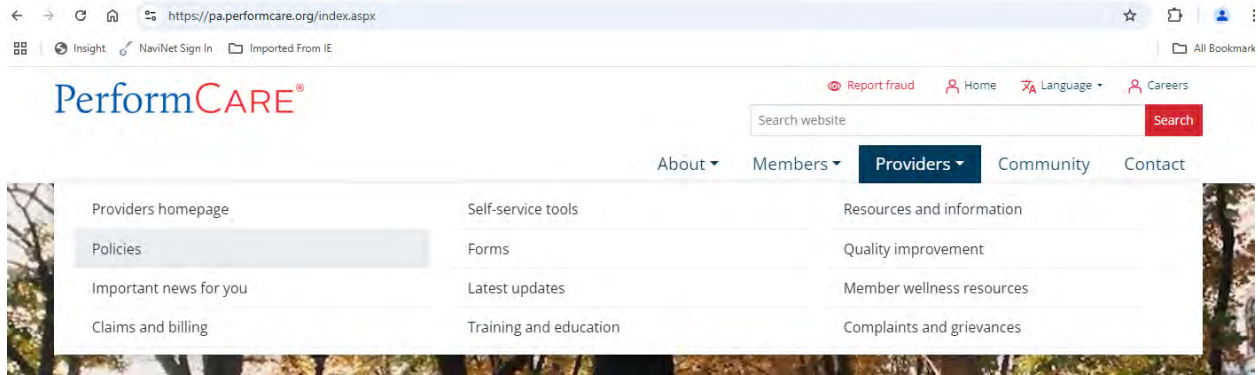
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Providers can quickly access this page by going to our website, <https://pa.performcare.org/index.aspx>, clicking Providers and then Policies on the left side.



This page can also be accessed by choosing Policies from the Left Navigation Bar while on any other page within our PerformCare website.

Providers are reminded that the PerformCare website should be referenced when there is a question about our processes. With this change, the search function on the website should result in better navigation for providers. If a provider has a question about a Policy and Procedure, please let your Account Executive know.

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