

Provider Notice

To: PerformCare Network Providers
From: PerformCare
Date: January 27, 2025
Subject: AD 25 103: Updates to DHS Top 15 Languages

DHS issued MA Bulletin 99-25-01, included with this communication. This bulletin applies to all providers enrolled in the Medical Assistance Program. DHS has updated the top 15 non-English languages used by Medical Assistance beneficiaries and issued a revised top 15 non-English language tagline document.

Effective with the issuance of this bulletin, the Department has determined the top 15 non-English languages used among MA beneficiaries in the Commonwealth to be:

1. Spanish	6. Haitian Creole	11. Bengali
2. Chinese - Mandarin	7. Vietnamese	12. French
3. Nepali	8. Ukrainian	13. Cambodian
4. Russian	9. Chinese; Cantonese	14. Korean
5. Arabic	10. Portuguese	15. Gujarati

To comply with the federal law, MA providers are reminded that they are required to do the following:

1. Post taglines in the top 15 non-English languages used by individuals in the Commonwealth (Attachment). The taglines must be posted in physical and online locations where they can be easily seen by members of the public to alert individuals with LEP to the availability of language assistance services.
2. Include taglines in at least the top 15 non-English languages used in the Commonwealth, in large-sized significant communications such as outreach publications or written notices.
3. Include taglines in at least the top two non-English languages in the Commonwealth, Spanish and Chinese-Mandarin, in small sized significant communications such as postcards.
4. Provide appropriate auxiliary aids and services, such as alternative formats and sign language interpreters, free of charge where necessary for effective communication.
5. Provide language assistance services, which may include translation services. Providers are not to use low-quality video remote interpreting services or rely on unqualified staff and/or translators when providing language assistance services.

6. Post a notice of individuals' rights that includes information about communication assistance that is available for individuals with LEP.
7. Make all programs and activities provided through electronic information technology accessible to individuals with disabilities, unless doing so would impose undue financial or administrative burdens or would result in a fundamental alteration in the nature of the covered entity's program or activity.

Please contact your Account Executive if you have any questions about this notice.

cc: Lisa Hanzel, PerformCare
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PerformCare Account Executives