

Provider Notice

To: **All Providers**
From: **Dan Eisenhauer, Director of Operations**
Date: **March 21, 2025**
Subject: **AD 25 108 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 Members. 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 2024						
Language	CUMBERLAND	DAUPHIN	LANCASTER	LEBANON	PERRY	Total Consumers
English	6,419	9,531	15,340	4,243	1,138	36,465
Spanish	84	657	1,004	650		2,389
Other	14	297	52	18	4	384
Nepali	49	106	25	2	1	182
Arabic	11	10	19	4		44
Creole (Haiti Fr)		2	14	1		17
Sign Language		4	9	3		16
Farsi	3	3	4	2		12
Swahili			11	1		12
French	2	8	1			10
Vietnamese		4	4			8
Burmese			7			7
Russian	3		2			5
Armenian	1	2	2			5
Czech	3	1				4
Pashto/Pushtu	2	1	1			4
Albanian		3				3
Chinese (Mandarin)		1	2			3
Urdu		2	1			3
Cambodian		1	1			2
Bosnian (Serbo-Croat)	1	1				2
Punjabi/Panjabi		1	1			2
Somali			2			2
Karen			2			2
Laotian/Lao			1			1
Chinese (Cantonese)			1			1
German				1		1
Gujarati (India)	1					1
Hindi (India)		1				1
Japanese			1			1
Korean	1					1
Turkish			1			1
Ukrainian			1			1
Uzbek			1			1
Tigrinya			1			1
Kinyarwanda			1			1
Rohingya		1				1
Grand Total	6,594	10,637	16,512	4,925	1,143	39,596

CABHC Member Language Data Q3 and Q4 2024						
Language	CUMBERLAND	DAUPHIN	LANCASTER	LEBANON	PERRY	Total Members
English	42,671	70,365	89,486	25,593	8,121	234,564
Spanish	1,205	7,327	10,263	5,270	34	24,038
Nepali	1,382	2,937	524	205	9	5,015
Other	293	971	522	60	31	1,859
Creole (Haiti Fr)	61	743	1,007	41		1,852
Arabic	491	393	522	134	1	1,540
Swahili	5	106	619	10		731
Russian	67	15	397	115	49	640
Vietnamese	67	211	167	14		459
Ukrainian	57	43	251	18	14	380
Farsi	175	61	89	4		329
Somali	216		52	4		272
French	44	158	51	11	1	258
Burmese	8	7	202	1		218
Pashto/Pushtu	53	66	106			214
Chinese (Mandarin)	37	64	51	12		164
Urdu	37	105	15		1	158
Gujarati (India)	77	34	33	11	1	156
Kinyarwanda	11	2	111			124
Amharic	6	5	112			123
Cambodian	3	22	35	19		79
Karen			74			74
Hindi (India)	31	19	3	4		57
Bosnian (Serbo-Croat)	36	9	8			53
Punjabi/Panjabi	36	7	11			52
Sign Language		7	28	9		44
Chinese (Cantonese)	10	10	20			40
Uzbek	15	19	5			39
Portuguese	9	25	3		1	38
Turkish	8	1	29			38
Tigrinya		20	15			35
Armenian	3	6	22			31
Hakha Chin/Lai	4	11	13			28
Bengali	6	2	10	9		27
Czech	9	8	4	2		23
Tagalog (Philippines)	13	6	2			21
Korean	10	3	6	1		20
Albanian	4	12	2			18
Oromo			15	1		16

Indonesian	1	9	1			11
Hmong			9			9
Laotian/Lao	2	1	4			7
Italian	5	1		1		7
Croatian	4	2				6
German		1	4	1		6
Romanian			6			6
Greek	1		2			3
Japanese			2	1		3
Malayalam (India)	3					3
Azerbaijani	3					3
Ibo		2				2
Thai	1	1				2
Pennsylvania Dutch		1	1			2
Rohingya		2				2
Hebrew			1			1
Hungarian		1				1
Serbian			1			1
Tamil	1					1
Grand Total	47,181	83,821	104,916	31,551	8,263	273,903

TMCA Consumer Language Data Q3 and Q4 2024			
Language	FRANKLIN	FULTON	Total Consumers
English	5,045	416	5,452
Spanish	130		130
Other	31	3	34
Nepali	4		4
Creole (Haiti Fr)	2		2
French	1		1
Armenian	1		1
Farsi	1		1
Sign Language		1	1
Urdu	1		1
Ukrainian	1		1
Pennsylvania Dutch	1		1
Grand Total	5,218	420	5,629

TMCA Member Language Data Q23 and Q4 2024			
Language	FRANKLIN	FULTON	Total Members
English	28,829	3,399	32,198
Spanish	2,505	6	2,511
Creole (Haiti Fr)	642		642
Other	119	8	127
Nepali	121		121
Russian	32		32
Arabic	27		27
Chinese (Mandarin)	18		18
Ukrainian	12		12
Armenian	8		8
Bengali	8		8
French	7		7
Vietnamese	6		6
Gujarati (India)	6		6
Portuguese	4		4
Sign Language	3	1	4
Pennsylvania Dutch	4		4
Hindi (India)	3		3
Korean	3		3
Czech	1	1	2
Romanian	2		2
Urdu	2		2
Farsi	1		1
Grand Total	32,363	3,415	35,748

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 Lenthia 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 sila@ictmlc.com