



In this issue:

- Look for the pink envelope and renew your benefits!
- Have you heard? Peer support is available!
- Suicide prevention: You can help!
- Take charge of bullying.
- Stigma hurts! Help those in need by avoiding stigmas.
- Never quit trying to quit smoking.
- The best meeting in town!
- Your voice can help make things better!
- We are here to help you!

Look for the pink envelope and renew your benefits!

Pennsylvania residents enrolled in programs like Medical Assistance (Medicaid), CHIP, and SNAP will need to renew their benefits every year to maintain continuous coverage.

Please pay attention to this: When the time for you to renew comes, you will get a packet in the mail. (This is an important reason to keep your address and phone number up to date with the county assistance office!).

It will be easy to recognize the arrival of your benefit renewal packet. Simply watch for a **large PINK envelope** in the mail. Then, you can complete the renewal application:

- Online via COMPASS, or
- Online with the myCOMPASS mobile app
- On paper, using the forms in your pink envelope. Then submit these to your local county assistance office.

Be sure to do so by the due date listed on your packet!

The best thing you can do now is to make sure your address and phone number are up to date with the Commonwealth of Pennsylvania Department of Human Services (DHS). You can update your contact information by calling the Customer Service Center at **1-877-395-8930**. You can also report it online using your COMPASS account.

The renewal process typically involves receiving a packet (in the pink envelope) from DHS the month before the renewal is due and completing it by the deadline. Online renewal options are available through COMPASS and the myCOMPASS PA mobile app, in addition to mail, phone, and in-person options.

Questions? You can call **1-866-550-4355** or go to your local county assistance office in person!

Have you heard? Peer support is available!

We want to make sure that you know about an exciting service that is available. It is a great service that PerformCare covers. It's called Peer Support Services. The people who provide the service are called Certified Peer Support Specialists.

Peer Support Services are available to help individuals with mental health issues develop their path to being well and staying well. Individuals work with Certified Peer Support Specialists who are specially trained. They are people who have also been recipients of mental health services.

What is a Certified Peer Support Specialist (CPSS)?

A CPSS has:

- Lived experience and achieved a significant level of personal recovery
- The insight and maturity to be a guide and mentor
- A passion for advocacy and empowerment

A Certified Peer Support Specialist (CPSS) could:

- Help you to develop or increase living skills.
- Provide you with support and advocacy.
- Help you to develop social networks.
- Help you find other services you might need.

They've gotten well, stayed well, and want to help others do the same!

Interested?

To learn more and to see if this is a service for you, call the PerformCare phone number for your county:

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties

- **1-888-722-8646 (TTY 1-800-654-5984)**
or PA Relay 711.

Franklin and Fulton counties

- **1-866-773-7917 (TTY 1-800-654-5984)**
or PA Relay 711.

Suicide prevention: You can help!

It's important to know the warning signs for someone in crisis and learn the risk factors of suicide. You could help save a life.

Someone may be at risk for suicide if they:

- Talk about wanting to die or end their life.
- Look for ways to die, such as searching online or buying a gun.
- Talk about feeling hopeless or having no reason to live.
- Talk about feeling trapped or in unbearable pain.
- Talk about being a burden to others.
- Use more alcohol or drugs.
- Act anxious or agitated.
- Display extreme mood swings.
- Sleep too little or too much.
- Withdraw from others.
- Show rage or behaves recklessly.
- Talk about seeking revenge.

There may be a greater risk of suicide if these behaviors:

- Are out of the ordinary for a specific person.
- Have become more severe.
- Are related to a painful event, loss, or change.

988

Always seek help when you or someone you know is or may be in danger of hurting themselves. When you dial 988, you will be connected directly to the crisis center closest to you. You may hear a brief introduction message and hold music while your call is routed. Once connected, a crisis worker will help you. Crisis workers are very skilled and trained to help people in all types of situations. They will listen to your problems and help you find mental health services in your area. Your call is always confidential and always free.

You can help yourself or someone else in danger of suicide.



Stigma hurts! Help those in need by avoiding stigmas.

Seeking help for behavioral health conditions is important. (When we say behavioral health, think mental health and/or drug and alcohol use or misuse). Some people are afraid and too embarrassed to ask for help. That's because behavioral and physical illnesses are often viewed differently in today's society.

Sadly, stigmas still exist today. A stigma is when people use negative labels to identify a person or a group (often those living with behavioral health issues). It is a type of prejudice caused by not understanding. A stigma hurts, and it is wrong. It causes people to feel ashamed and can hold them back from seeking the help they need.

There is no reason to be embarrassed if you or someone you know has a behavioral health condition. There are many types of conditions and many people who live well with them. They work hard to get well and stay well. Most of us would not tolerate the use of negative labels for people living with any other condition — like diabetes or high blood pressure.

We know that with care, people can and do get better. The right services can help people with all types of conditions lead hopeful, productive lives. People can and do recover!

Remember: Stigma only makes things worse. It keeps people and their families from getting the help and care they need. Stigma can even worsen the symptoms of mental illness. Stigma discourages people with substance use/misuse problems to feel isolated and uncared for. But you can help.

You can support behavioral health and people in your community just by avoiding stigmas.

You can be part of the solution.

Sources:

"Stigma Glossary," Office of Addiction Services and Supports, New York State, <https://oasas.ny.gov/stigma-glossary>.

Association for Behavioral Health and Wellness (ABHW), Stamp Out Stigma, <https://stampoutstigma.com/>

Take charge of bullying.

Bullying — it's never OK. No one deserves to be bullied. If you are being bullied, you are not alone — there is help.

What is bullying? Bullying can include:

- Spreading rumors or embarrassing someone in public.
- Hitting, kicking, pinching, or spitting on someone.
- Sending mean text messages or emails.

Bullying can make you feel like:

- You can't be yourself.
- You are not safe.
- You are sad, depressed, or alone.

If you think bullying is happening, there are things you can do to make the situation better. You should:

- Try to stay calm.
- Ignore the bully and walk away to a safe place.
- Tell a parent or a trusted adult what is happening.

It takes courage, but you can do it! If you need support during a bullying situation, you can:

- Call **911** in an emergency.
- Call the **988** Suicide & Crisis Lifeline.

For more ways to get support, call the PerformCare Member services phone number for your county. We are here 24/7 365 day a year. We will work to help you or your loved one find help and support. You can find the number for your county in this newsletter.



Never quit trying to quit smoking.

If you have ever tried to quit smoking and were not able to stay stopped, please don't give up. You owe it to yourself and your loved ones to protect your health and well-being. And you don't have to do it alone. PerformCare will work with you to help you become smoke-free.

We offer smoking cessation counseling to all members without referrals or prior authorization, as well as smoking cessation medicines with no copay.

Tips to kick the habit

In addition to reaching out to PerformCare, here are some things you can do right now:

- Pick a date to quit smoking within the next two weeks. Make it a day when you will be less stressed, like on a weekend.
- Tell your family and friends so they can help encourage you.
- Try cutting back on the number of cigarettes you smoke each day before your quit day.
- When you feel a craving to smoke, take five deep breaths or drink a glass of water. The craving may pass.
- Choose a "quit buddy" so you can stay smoke-free together.
- Start a new exercise routine to help you stay focused on being healthy.

Also, think about the money you'll save by not smoking and what you can do with that money. In fact, take the cash you save by not buying cigarettes, stash it in a coffee can, and watch it pile up. If you get a craving to smoke, look inside the can — it could be an instant craving-crusher!

At PerformCare, we're here for you. Please call Member Services for information about providers in your area who offer smoking cessation counseling. You can also call the toll-free Quit Line at **1-800-QUIT-NOW (1-800-784-8669)** or visit the PerformCare website at pa.performcare.org/self-management-wellness/smoking-cessation/index.aspx to learn about a mobile app, find out how to get a personal coach, and get advice and support to help you quit for good.

The best meeting in town!

The Community Support Program (CSP) of Pennsylvania is a wonderful gathering of mental health consumers, family members, advocates, and professionals. They work together to help adults with serious mental illnesses live successfully in the community. They discuss things in order to improve the mental health system. There is a CSP near you and they are interested in hearing what you have to say.

“A small group of thoughtful people could change the world. Indeed, it’s the only thing that ever has.” — Margaret Mead



Here are some of the things CSPs do:

- CSPs provide input to the county mental health organization about the types of mental health services offered or needed in your county.
- They provide feedback on other consumer and family needs — things that help people get well and stay well.
- CSPs host speakers to share helpful information on important topics.

There are always people from the county mental health organization at this meeting. They serve right along with others at the meeting.

Here is a chart of CSP meetings, locations, meeting times, and contacts. Please look for the meeting in your area and plan to attend. Your voice is important. Your voice is needed!

County	Meeting date/time	Meeting location: IP (in-person) , V (virtual), or H (hybrid)	Contact for information
Cumberland & Perry	2nd Mondays, 10 a.m. – 11:30 a.m.	Star Center, 253 Penrose Place, Carlisle, PA • IP, V, H	Sarah Sporer csp@cumberlandperrycsp.org
Dauphin	2nd Wednesdays, 10 a.m. – 11:30 a.m.	Aurora Social Rehabilitation, 401 Division Street, Harrisburg, PA • IP, V, H	Bruce Greer bgreer@cmupa.org
Franklin	1st and 4th Tuesdays at 2 pm; monthly events	144 S. 8th Street, Suite 111, Chambersburg, PA • IP, V, H	Carol Slemmer cslemmer@mhaff.org
Fulton	Quarterly meetings at 2 p.m. Call: 1-717-264-4301, ext. 223	301 E. Maple Street, McConnellsburg, PA • IP, V, H	Carol Slemmer cslemmer@mhaff.org
Lancaster	3rd Wednesdays, 10:30 a.m.	Lancaster Behavioral Health/ Developmental Services Office, 750 Eden Road, Lancaster, PA • IP, V, H	Brooke Magni bmagni@mh Lancaster.org
Lebanon	4th Thursdays, 12:30 p.m. – 2 p.m.	119 N. 8th Street, Lebanon, PA (Old Salem Building) • IP, V, H	Consumer Satisfaction Services (CSS — Jessica Paul) jessica@css-pa.org

For more information about CSP, contact your mental health case manager, your county mental health organization, or email Anthony House at ahouse@performcare.org.

Your voice can help make things better!

PerformCare has several committees you can serve on. Some committees meet every month, while others meet every three months. There are also workgroups that meet just long enough to help improve a situation that has come up.

On these committees you can:

- Share ideas and concerns.
- Learn about PerformCare and HealthChoices.
- Meet new people.
- Help improve areas to make things better for others.

Members and families who participate on PerformCare committees can be reimbursed for time spent at meetings and for mileage to and from meetings.



If you would like to become involved and have your voice heard, call PerformCare at the toll-free number listed for your county on the back cover of this newsletter. Your input is extremely important to us. Your voice is valued!

We are here to help you!

PerformCare is available to answer questions you have about your behavioral health plan, your services, and your benefits. You can call anytime! We have trained staff who can help you if you need behavioral health services (think mental health and drug and alcohol) or if you have any questions about your plan.

We can help you:

- Find services.
- Find out what is covered.
- Find information about providers.
- Get support in the language you prefer.
- Know what to do in case of emergency.
- Voice a complaint.



These and other topics are in your Member Handbook. You can read and/or download a copy of the handbook by visiting our website: pa.performcare.org. Click on the Member page! You can also (always) call us and ask to have a copy mailed to you.

Non-Discrimination Notice

PerformCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

PerformCare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

PerformCare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the PerformCare Member Services number for your county.

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties)

Member Services: **1-888-722-8646**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

North Central Area (Franklin-Fulton Counties)

Member Services (Franklin-Fulton): **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

PerformCare
Complaint/Grievances

8040 Carlson Road
Harrisburg, PA 17112

Capital area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): **1-888-722-8646**,

North Central area(Franklin-Fulton Counties): **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**,

Fax: **717-671-6555**, or

OCRComplaints@amerihealthcaritas.com

The Bureau of Equal Opportunity,

Room 223, Health and Welfare Building,

P.O. Box 2675,

Harrisburg, PA 17105-2675,

Phone: (717) 787-1127, TTY/PA Relay 711, Fax: (717) 772-4366, or

Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, PerformCare and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Language Assistance Services

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids also available free of charge. Call: **Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry Counties): 1-888-722-8646; North Central Area (Franklin-Fulton Counties): 1-866-773-7917 (TTY: (717) 787-1127).**

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame: **Área de la capital (condados de Cumberland, Dauphin, Lancaster, Lebanon y Perry): 1-888-8646; Área centro-norte (condados de Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** o hable con su proveedor.

Chinese Mandarin: 注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电: **首府地区 (Cumberland、Dauphin、Lancaster、Lebanon 和 Perry 县): 1-888-722-8646; 中北部地区 (Franklin-Fulton 县): 1-866-773-7917 (TTY: (717) 787-1127)** 或咨询您的服务提供商。

Nepali: सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। कल गर्नुहोस्: **क्यापिटल एरिया (Cumberland, Dauphin, Lancaster, Lebanon, र Perry काउन्टीहरू): 1-888-722-8646; नर्थ सेन्ट्रल एरिया (Franklin-Fulton काउन्टीहरू): 1-866-773-7917 (TTY: (717) 787-1127)** मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian: ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону для столичного региона (округа **Cumberland, Dauphin, Lancaster, Lebanon и Perry): 1-888-722-8646, для северного центрального региона (округа Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** или обратитесь к своему поставщику услуг.

Arabic:

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. لمنطقة العاصمة (مقاطعات Cumberland و Dauphin و Lancaster و Lebanon و Perry)، يرجى الاتصال على الرقم: 1-888-722-8646؛ للمنطقة الشمالية الوسطى (مقاطعة Franklin-Fulton)، يرجى الاتصال على الرقم 1-866-773-7917 (TTY: (717) 787-1127) أو تحدث إلى مقدم الخدمة.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele: zòn kapital la (konte Cumberland, Dauphin, Lancaster, Lebanon ak Perry): 1-888-722-8646; zòn Nò-Santral (konte Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127) oswa pale avèk founisè w la.

Vietnamese: LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số: **Khu Vực Thủ Phủ (Các Quận Cumberland, Dauphin, Lancaster, Lebanon và Perry): 1-888-722-8646; Khu Vực Trung Bắc (Các Quận Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian: УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за наступними номерами: **Столичний регіон (округи Cumberland, Dauphin, Lancaster, Lebanon та Perry): 1-888-722-8646; Північно-центральний регіон (округи Franklin та Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** або зверніться до свого постачальника.

Chinese Cantonese: 注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。致電：首府地區（Cumberland、Dauphin、Lancaster、Lebanon 和 Perry 縣）：1-888-722-8646；中北部地區（Franklin-Fulton 縣）：1-866-773-7917 (TTY: (717) 787-1127) 或與您的提供者討論。

Portuguese: ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para: **região da capital (condados de Cumberland, Dauphin, Lancaster, Lebanon e Perry): 1-888-722-8646; região centro-norte (condados de Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** ou fale com seu provedor.

Bengali: মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। ফোন করুন: **ক্যাপিটাল এলাকা (Cumberland, Dauphin, Lancaster, Lebanon, ও Perry কাউন্টি): 1-888-722-8646; নর্থ সেন্ট্রাল এলাকা (Franklin-Fulton কাউন্টি): 1-866-773-7917 (TTY: (717) 787-1127)** নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French: ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez : dans la zone de la capitale (**comtés de Cumberland, Dauphin, Lancaster, Lebanon et Perry**) : 1-888-722-8646 ; dans la zone Nord-centrale (**comtés de Franklin-Fulton**) : 1-866-773-7917 (TTY: (717) 787-1127) ou parlez à votre fournisseur.

Cambodian: សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅតំបន់រដ្ឋធានី (Cumberland, Dauphin, Lancaster, Lebanon, និង Perry ខោនធី): 1-888-722-8646; តំបន់កណ្តាលភាគខាងជើង (Franklin-Fulton ខោនធី): 1-866-773-7917 (TTY: (717) 787-1127) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean: 주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. **캐피털 지역(Cumberland, Dauphin, Lancaster, Lebanon, 및 Perry 카운티)**은 1-888-722-8646, **노스 센트럴 지역(Franklin-Fulton 카운티)**은 1-866-773-7917(TTY: (717) 787-1127)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિયલ સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. કેપિટલ એરિયા (Cumberland, Dauphin, Lancaster, Lebanon, અને Perry કાઉન્ટીઓ): 1-888-722-8646; નોર્થ સેન્ટ્રલ એરિયા (Franklin-Fulton કાઉન્ટીઓ): 1-866-773-7917 (TTY: (717) 787-1127) પર ફોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

PerformCare Member Services numbers

Capital Area (Cumberland, Dauphin,
Lancaster, Lebanon, and Perry counties):
1-888-722-8646

Franklin and Fulton counties:
1-866-773-7917

You can call Member Services 24 hours a day, seven days a week.
Usted puede llamar a Servicios al Miembro las 24 horas del día,
los 7 días de la semana.

For members who are deaf or hard of hearing and use a TTY for
communication, call the PA Telecommunications Relay Service at
711 or **1-800-654-5984** (TTY) and call the PerformCare
number you want.

All images are used under license for illustrative
purposes only. Any individual depicted is a model.

BHMC-PCPA_254808200

pa.performcare.org

8040 Carlson Road
Harrisburg, PA 17112