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COVID-19 and social distancing

Staying at least 6 feet away from other people is one way we can protect each other right now. This type of social distancing is a proven way to lower your risk for viruses, including COVID-19.

Stay current, connected, and entertained while avoiding close face-to-face contact by using things like:

- Video chat
- Zoom
- FaceTime[®]
- Amazon Chime[®]

Check to see if telehealth and telemedicine are good options for you to receive health care services.

Please continue to:

- Wear a face mask.
- Wash your hands often with soap and water for at least 20 seconds at a time.
- Use hand sanitizer.
- Disinfect frequently touched surfaces.

Learn more about telehealth services

The COVID-19 crisis has seriously affected individuals, families, and communities. We are working hard to make sure our providers use all methods available to provide you with services during this crisis. To help ensure that our members have access to any and all needed behavioral health services, PerformCare covers **telehealth** services. Telehealth services usually come in two ways:

- Telephonic sessions (help or counseling over the phone).
- Secure web-portal sessions (using a smartphone or computer).

Your sessions (depending on the equipment you have) may be on your phone, your tablet, or your computer (PC).

Providers offering this type of service will follow state and federal rules and guidelines.

Please continue to check PerformCare's website for helpful COVID-19 information and updates. We will update information as we receive it.

We encourage you to keep in touch with your provider as they work to continue providing services while following guidelines for social distancing. The use of telehealth resources is one way that they can be flexible as they continue to meet your needs during this crisis.

If you are considering this service, or if your loved one needs to use telehealth services, you can call our Member Services lines 24 hours a day, seven days a week. Call us at the numbers listed in this newsletter for your county.

You can ask for our telehealth brochure. We can put one in the mail for you. You can also find helpful tips for telehealth sessions at <https://pa.performcare.org/members/resources/telehealth-tips.aspx>.



Connecting for self-care during the holidays

It's the holidays, and many of us could use a lift. Even before the appearance of the coronavirus in the United States, 1 in 5 adults in this country was experiencing a mental illness each year.¹ Now, we may all feel more stress during the pandemic. We may also worry about the holidays. If you find yourself struggling to cope this winter, you are not alone.

Connect with others during this challenging time. Getting in touch with those you trust is one of the best ways to reduce loneliness, boredom, anxiety, and depression. During times when we're unable to see others in person, we can often connect in other ways.²



Ways to keep in touch

You can reach out to friends, family, and others who are meaningful to you, such as community or spiritual peers. Talk about your experiences and feelings, and listen to theirs. You may also feel in touch with others through keeping up with community and global events. Knowing about the same things that others talk about may help you feel connected. However, if learning about any events or news adds to your stress, try to limit your time with it.

Try these ways to get in touch. See which of them work best for you:²

- Text,* email, call, or use social media to hear from loved ones.
- Use a video chat service, such as Skype or FaceTime, to hang out with friends and family “face to face.”*
- Use online news, radio, and TV to keep aware of current events.
- The Substance Abuse and Mental Health Services Administration offers a free 24-hour Disaster Distress Helpline. If you feel lonely or need support, call the Helpline at **1-800-985-5990**.

Ways to relax and enjoy the moment

Finding ways to relax can also help us cope with being on our own:²

- **Relax your body.** Set aside a regular time to take deep breaths, stretch, meditate or pray, or do something else that calms you.
- **Lift up your mind.** Focus on positive moments and feelings of hope. Try keeping a journal. Each day, write down something that went well or that you appreciate.
- **Pace yourself.** If you do something stressful, see if you can do something more fun after it. Reward yourself for hard tasks.

* Standard messaging and data fees may apply.

If you have questions, we’d like to hear from you. Call Member Services at the phone number below for your county. We’re here for you 24 hours a day, seven days a week. You can also visit us at pa.performcare.org.

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**)

Sources:

1. “Mental Health by the Numbers,” National Alliance on Mental Illness, <https://www.nami.org/Learn-More/Mental-Health-By-the-Numbers>.
2. “Taking Care of Your Behavioral Health,” Substance Abuse and Mental Health Services Administration, <https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>.



Virtual support for members in recovery*

Are you looking for mental health support during the pandemic? Some good advice? A few welcome laughs? A chance to engage in arts and crafts? You may find it helpful to spend some time connecting virtually with others.

The gatherings listed below are hosted by trusted organizations, the Pennsylvania Mental Health Consumers' Association and the Pennsylvania Peer Support Coalition. The sessions are open to anyone, regardless of where you live. They are not clinical or therapeutic groups.

Adult Virtual Drop-In

A topic-driven, social gathering hour that is scheduled twice a week. While we are all housebound during this health crisis, let's take some time for some good old socialization and conversation. We would love to discuss many different topics such as our "favorite things" and our "go-to coping skills" with whoever wants to join us.

Date and time: Tuesdays and Thursdays, 1 p.m. – 2 p.m.

Meeting ID: 131-337-859

Meeting link: <https://zoom.us/j/131337859>



Certified Peer Specialist (CPS) Virtual Drop-In

Designed specifically for certified peer specialists, this is a statewide support group that can be molded to fit the needs of those attending. Peer specialists are resilient and living, breathing examples of recovery. This group will help us get through this together.

Date and time: Mondays, 11:30 a.m. – 12:30 p.m.

Meeting ID: 305-863-445

Meeting link: <https://zoom.us/j/305863445>



Art In Recovery Group

A safe space where we can share our artwork as part of our recovery — whatever that is for you — and grow and develop our artwork, friendship, and community together. Share your artwork, in whatever form your art takes, such as painting, photography, sculpture, coloring, diamond art, crocheting, crafting, or whatever you enjoy!

Date and time: Thursdays, 7 p.m.

Meeting link: <https://zoom.us/j/93997640863>

If you are interested in other virtual support groups, email Tony House at ahouse@performcare.org. We'd be happy to help you find support during these challenging times.

*Adapted with permission from the Pennsylvania Mental Health Consumers' Association, pmhca.wildapricot.org.



Intensive Behavioral Health Services (IBHS) replaces Behavioral Health Rehabilitation Services (BHRS)

Under new regulations established by Pennsylvania's Department of Human Services (DHS), IBHS will replace BHRS for the delivery of child and adolescent services in the home, school, and community. The new regulations became effective on **January 17, 2020**.

IBHS supports children, youth, and young adults with mental, emotional, and behavioral health needs. IBHS offers an array of services that can meet the needs of these individuals in their homes, schools, and communities.

There are three categories of service:

- Individual services — services to one child.
- Applied behavior analysis (ABA) — a specific behavioral approach to services.
- Group services — most often provided to multiple children at a specific place.

The changes include increased requirements for staff training, supervision, and credentialing. These new regulations were built from needs identified during a yearlong process by community stakeholders (including school district principals, provider agencies,

and consumers) during targeted focused groups for improved access and quality of care for children, youth, and young adults.

What families need to know

- BHRS will be replaced by IBHS. The transition began in January 2020.
- The full change was expected to require a transition period of about one year.
- Providers have been working to transition BHRS authorizations to IBHS.
- All current (2020) BHRS authorizations remain open, but:
- No BHRS may be provided after **January 17, 2021**.

If you have questions about this new service (IBHS) replacing BHRS, please call PerformCare at the phone number listed for your county on page 6.

There is also a fact sheet available on the DHS website. You can read or download it at http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_292628.pdf.



Visit PerformCare's new website

We've updated our website! Check it out at <https://pa.performcare.org>.

We hope you will visit the updated site and send us feedback:

- ☒ Is it easy to find things you are looking for?
- ☒ What type of things do you look for — what do we need to have on our website?

Please email your thoughts and ideas to ahouse@performcare.org or call the Member Services line for your county.

Find us on

Visit us at <https://m.facebook.com/performcarepa>. Please "Like" our page!

Check our website for COVID-19 resources

Visit our website for information and sources of support as we continue to walk through this COVID-19 crisis: <https://pa.performcare.org/members/resources/community-resources.aspx>.

You can also call us 24 hours a day, 365 days a year, for help finding resources during this time.

Call the PerformCare Member Services line listed below for your county.

Contact us

PerformCare Member Services

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)

Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. PerformCare:

- Provides no-cost 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).
- Provides no-cost language services to people whose primary language is not English, such as:
 - Qualified interpreter services.
 - 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 and Fulton counties)

Member Services: **1-866-773-7917**

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

We are available 24 hours a day, 7 days a week.

If you believe that PerformCare has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, or sex, you can file a complaint with PerformCare and send it to us at:

- PerformCare, 8040 Carlson Road, Harrisburg, PA 17112.
- You can file a complaint by mail, fax, or phone. If you need help filing a complaint, PerformCare Member Services is available to help you. Call the Member Services number for your county located above or fax to PerformCare at **717-671-6555**.

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 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)

Complaint forms are available at

www.hhs.gov/ocr/office/file/index.html.

Multi-language interpreter services

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-888-722-8646 (1-800-654-5984 (TTY) or PA Relay 711).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Arabic:

انتباه: إذا كنت تتحدث العربية، فإن خدمات مساعدة اللغة، مجاناً، متوفرة لك. اتصل بالرقم: **(1-800-654-5984 (TTY)/PA Relay 711) 1-888-722-8646**.

Nepali: ध्यान दिनुहोस्: यदि तपाईं नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरु, नि: शुल्क, तपाईंलाई उपलब्ध छ। सम्पर्क गर्नु: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**।

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)** 번으로 전화해 주십시오.

Cambodian/Khmer: ការប្រុងប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ/ខ្មែរ ភាសាគីតគីត/ខ្មែរស្រីស្រី ឬស្រីស្រី: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**។

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Burmese: အထူးဂရုပြုရန်: သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခုကိုပြောတတ်လျှင်, တာဝန်ခံအခမဲ့ဘာသာစကားအကူအညီများဝန်ဆောင်မှုများ, သင်တို့အားရရှိနိုင်ပါသည်။ ခေါ်ဆိုခ: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Bengali: সতর্কতা: যদি আপনি বাঙালি, বিনামূল্যে ভাষা সহায়তা সেবা, আপনার জন্য উপলব্ধ। কল করুন: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Gujarati: સાવધાન: જો તમે ગુજરાતી બોલતા હોવ તો ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

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/TTD
for communication, call the PA Telecommunications Relay Service
at **711** or **1-800-654-5984** (TTY) and call the PerformCare
number you want.

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