

Provider Notice

To: All Providers
From: Jessica Yasher, Director of Operations
Date: April 23, 2026
Subject: AD 26 105: 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
Genevieve Harper, Tuscarora Managed Care Alliance
PerformCare Account Executives

CABHC Consumer Language Data CY 2025						
Language	CUMBERLAND	DAUPHIN	LANCASTER	LEBANON	PERRY	Total Consumers
English	8481	13259	20838	5680	1493	49145
Spanish	127	888	1338	851	4	3198
Vietnamese	3	7	5	1		15
Cambodian		1	3			4
Russian	3		2			5
Laotian/Lao	1		1			2
French	2	11	3	1		17
Albanian		4				4
Amharic			4			4
Arabic	10	7	25	6		48
Armenian	1	3	2			6
Bengali	1					1
Bosnian (Serbo-Croat)	2	1				3
Chinese (Cantonese)			1			1
Chinese (Mandarin)	1	1	2	2		6
Creole (Haiti Fr)		5	24			29
Czech	2	1				3
Farsi	6	1	3	2		12
German				1		1
Gujarati (India)	2					2
Hindi (India)		2				2
Italian		1				1
Japanese			1			1
Pashto/Pushtu	3	1	4			7
Punjabi/Panjabi			1			1
Sign Language		2	6	4		12
Somali	2		4			6
Swahili		1	15			16
Tagalog (Philippines)	2					2
Turkish			3			3
Urdu	1	2				3
Ukrainian	3		1			4
Burmese			12			12
Nepali	66	118	37	7	1	225
Pennsylvania Dutch		1				1
Karen			2			2
Tigrinya		1	1			2
Kinyarwanda			4			4
Hakha Chin/Lai		1	1			2
Other	40	231	55	37	3	360
Grand Total	8759	14550	22398	6593	1501	53173

TMCA Consumer Language Data CY 2025			
Language	FRANKLIN	FULTON	Total Consumers
English	6482	639	7104
Spanish	196		196
French	1		1
Creole (Haiti Fr)	4		4
Czech	1		1
Farsi	1		1
Urdu	1		1
Ukrainian	1		1
Nepali	8		8
Pennsylvania Dutch	1	1	1
Other	38	5	43
Grand Total	6734	645	7361

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: office@aslservicespa.com

Lebanon County MH/ID/EI: Exact Communication <https://exactcommunication.com/>
And Lentha 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

CUMBERLAND		
English	37547	90.15%
Hindi	21	0.05%
Somali	186	0.45%
Ukranian	26	0.06%
Spanish	1100	2.64%
Unknown	231	0.55%
Croatian	4	0.01%
Arabic	496	1.19%
Russian	55	0.13%
Gujarati (India)	66	0.16%
Bosnian	35	0.08%
Vietnamese	67	0.16%
Nepali	1204	2.89%
French	52	0.12%
Korean	8	0.02%
Thai	1	0.00%
Chinese (Cantonese)	11	0.03%
Punjabi	32	0.08%
Urdu	56	0.13%
Swahili	6	0.01%
Creole	46	0.11%
Mandarin	53	0.13%
Bengali	9	0.02%
Burmese	7	0.02%
Farsi	179	0.43%
Armenian	1	0.00%
Czech	3	0.01%
Greek	1	0.00%
Sign Language	3	0.01%
Italian	1	0.00%
Tagalog	11	0.03%
Cambodian	4	0.01%
Uzbek	17	0.04%
Kinyarwanda	5	0.01%

Amharic	7	0.02%
Malayalam	2	0.00%
Pashtou	73	0.18%
Turkish	4	0.01%
Romanian	1	0.00%
Indonesian	2	0.00%
Portuguese	12	0.03%
Laotian	2	0.00%
Tamil	2	0.00%
Polish	1	0.00%
Total	41650	
DAUPHIN		
English	61557	84.48%
Spanish	6595	9.05%
Vietnamese	185	0.25%
Nepali	2232	3.06%
French	113	0.16%
Unknown	636	0.87%
Albanian	10	0.01%
Portuguese	22	0.03%
Arabic	430	0.59%
Gujarati (India)	39	0.05%
Sign Language	13	0.02%
Burmese	7	0.01%
Cambodian	20	0.03%
Mandarin	48	0.07%
Bosnian	9	0.01%
Chinese (Cantonese)	7	0.01%
Croatian	2	0.00%
Creole	510	0.70%
Uzbek	19	0.03%
Pashtou	38	0.05%
Urdu	95	0.13%
Hindi	18	0.02%
Indonesian	9	0.01%
Russian	15	0.02%
Laotian	1	0.00%
Swahili	97	0.13%
Amharic	8	0.01%

Armenian	6	0.01%
Tigrinya	14	0.02%
Farsi	27	0.04%
Pennsylvania Dutch	2	0.00%
Hakha Chin/Lai	10	0.01%
Italian	6	0.01%
Punjabi	3	0.00%
Korean	2	0.00%
Tagalog	5	0.01%
Tamil	1	0.00%
Thai	1	0.00%
Czech	1	0.00%
Ibo	1	0.00%
Ukranian	33	0.05%
German	1	0.00%
Kinyarwanda	5	0.01%
Turkish	3	0.00%
Bengali	3	0.00%
Hebrew	4	0.01%
Hungarian	1	0.00%
Total	72864	
FRANKLIN		
English	25446	89.37%
Spanish	2142	7.52%
Arabic	22	0.08%
Unknown	81	0.28%
Creole	533	1.87%
Nepali	147	0.52%
Armenian	5	0.02%
Bengali	7	0.02%
Gujarati (India)	5	0.02%
Sign Language	2	0.01%
Mandarin	12	0.04%
Russian	26	0.09%
Vietnamese	4	0.01%
Korean	1	0.00%
Czech	1	0.00%
Urdu	2	0.01%
Farsi	1	0.00%

Romanian	2	0.01%
Hindi	2	0.01%
Pennsylvania Dutch	1	0.00%
French	9	0.03%
Ukranian	17	0.06%
Portuguese	2	0.01%
Chinese (Cantonese)	1	0.00%
Polish	1	0.00%
Total	28472	
Fulton		
English	3118	99.62%
Spanish	5	0.16%
Unknown	6	0.19%
Czech	1	0.03%
Total	3130	
LANCASTER		
English	78032	86.29%
Spanish	8392	9.28%
Cambodian	27	0.03%
Ukranian	200	0.22%
Arabic	414	0.46%
Nepali	454	0.50%
Tagalog	3	0.00%
Unknown	380	0.42%
Punjabi	10	0.01%
Vietnamese	149	0.16%
Karen	49	0.05%
Swahili	568	0.63%
Creole	645	0.71%
Farsi	98	0.11%
Burmese	165	0.18%
Russian	271	0.30%
Korean	12	0.01%
Sign Language	13	0.01%
Amharic	84	0.09%
Armenian	14	0.02%
Somali	16	0.02%
Hakha Chin/Lai	14	0.02%
Kinyarwanda	97	0.11%

Gujarati (India)	24	0.03%
Mandarin	48	0.05%
Urdu	8	0.01%
Tigrinya	24	0.03%
Chinese (Cantonese)	17	0.02%
German	3	0.00%
Bosnian	6	0.01%
Hmong	7	0.01%
Bengali	9	0.01%
French	25	0.03%
Turkish	28	0.03%
Serbian	3	0.00%
Indonesian	2	0.00%
Laotian	3	0.00%
Rohingya	1	0.00%
Japanese	2	0.00%
Romanian	1	0.00%
Albanian	3	0.00%
Greek	3	0.00%
Pashtou	85	0.09%
Portuguese	7	0.01%
Czech	1	0.00%
Uzbek	4	0.00%
Hebrew	2	0.00%
Hindi	3	0.00%
Total	90426	
LEBANON		
English	22358	80.77%
Spanish	4665	16.85%
Cambodian	17	0.06%
Sign Language	16	0.06%
Unknown	87	0.31%
Nepali	171	0.62%
Creole	37	0.13%
Russian	96	0.35%
Arabic	157	0.57%
Vietnamese	14	0.05%
Czech	2	0.01%
Mandarin	9	0.03%

Amharic	1	0.00%
Korean	1	0.00%
Hindi	3	0.01%
Armenian	2	0.01%
Bengali	3	0.01%
Burmese	1	0.00%
French	6	0.02%
Gujarati (India)	5	0.02%
Japanese	1	0.00%
Farsi	3	0.01%
Italian	1	0.00%
Ukranian	19	0.07%
Swahili	5	0.02%
Tigrinya	2	0.01%
Total	27682	
PERRY		
English	7161	98.64%
Spanish	41	0.56%
Unknown	4	0.06%
Nepali	11	0.15%
Urdu	1	0.01%
Gujarati (India)	1	0.01%
Russian	25	0.34%
Ukranian	13	0.18%
Portuguese	2	0.03%
Arabic	1	0.01%
Total	7260	