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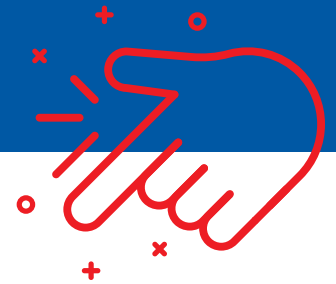
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Keeping your Medical Assistance benefits active

Have you received an application renewal or request to provide information from the Department of Human Services (DHS) to renew your Medical Assistance benefits? **If so, please complete and return these before the due date on the forms sent to you.**

During the pandemic, some members did not need to reapply. Needing to reapply was suspended in order to help during the Covid crisis. Members were automatically renewed.

The automatic reapplication process has come to end.

- We suggest that you contact your local County Assistance Office to see when you need to reapply so you do not lose your benefits.
- When you get something from DHS or your County Assistance Office, be sure to pay attention to it.
- If you receive your paperwork in the mail to reapply, you will see a logo such as this one below at the top of the letter. If you are not sure if you have received a renewal, or want to check your case, you may contact your County Assistance Office using the information below.



- You can also call the Statewide Customer Service Center (CSC) toll-free at **1-877-395-8930**. Call this number if you have questions about physical and behavioral health benefit renewals, eligibility, ACCESS/EBT cards or billing.
- You can also make changes online for Medical Assistance, Cash Assistance, SNAP, LIHEAP (energy assistance), or other Department of Human Services programs by logging into your COMPASS account at <https://www.compass.state.pa.us/compass.web/Public/CMPHome/>. You can also use the myCOMPASS PA mobile app.
- Individuals who prefer to can still send their forms by mail to the address listed in their renewal paperwork. If you need to contact your local County Assistance Office, see numbers for your County Assistance office in the back of your Member handbook.

Call us at the PerformCare phone number for your county if you do not understand. Call us if you need information!

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

North Central Region — Franklin and Fulton counties: **1-866-773-7917**

Deaf or hard of hearing: 1-800-654-5984 TTY or 711 PA Relay



Depression in men

The National Institute of Mental Health reports that men are less likely than women to talk about, recognize, or seek treatment for depression. Further, depression often manifests itself in men as anger, irritability, aggressive behavior, or other potentially harmful symptoms.

PerformCare encourages men feeling depressed to do the following:



Visit a primary care provider (PCP) for an annual wellness visit and screening for depression risk factors.



Avoid social isolation.



Exercise regularly to support overall well-being.



Look for support groups in your community or on social media platforms to find encouragement and ideas for dealing with depression.



If needed, seek behavioral health therapy so you can talk to a provider about how you are feeling.



How does stress affect your health?

When you're under stress, your body helps you fight against what is upsetting you. This stress response is known as the "fight or flight response." Over time, stress will show wear and tear on your body and mind.

For example, you may have a headache, an upset stomach, high blood pressure, chest tightness, or problems sleeping. Emotional problems such as depression, panic attacks, or general anxiety are also possible. Stress can worsen the symptoms of other illnesses such as diabetes or heart disease.

When you learn the early warning signs of chronic stress, you can learn how to manage them.

Warning signs of stress

- Headaches
- General body aches
- Problems sleeping
- Tight jaw
- Grinding teeth
- Hands shaking
- Increase or loss of appetite
- Heartburn or stomach pain
- Dizziness
- Tight muscles in the neck, face, or shoulders
- Fast heart rate
- Cold and sweaty palms
- Feeling tired all the time

Everyone reacts to stress in different ways. Take notice to what you are feeling physically and emotionally to help prevent long-term medical issues.

Dealing with stress

Here are some tips for dealing with stress.

- **Change the situation by avoiding the stressor.**
 - Avoid people who upset you.
 - Avoid topics in conversation that upset you.
 - Avoid taking on more than you can handle.
- **Alter the stress level if you can't avoid the stressor.**
 - Speak up: Tell others how you feel.
 - Learn to compromise in certain situations.
 - Manage your time better so you don't feel rushed.
- **Change your reaction by adapting to the stressor.**
 - See the positive sides of the situation.
 - Make your expectations more realistic.
 - Figure out how to spend your time and energy in better ways.
- **Learn to accept the stressors you cannot change.**
 - Learn from your mistakes.
 - Forgive those who stress you out.
 - Let go.

- **Take a break from social media**

- It can be tempting to use social media as our primary source of entertainment. And it can be a great way to stay connected. But it can also become a source of stress for adults and children alike.
- Get rid of the stressor: Start a “no-phone hour” or “no-social-media Saturday” for your family. Routines that require you to unplug will help you disconnect from the stressors and connect with loved ones instead.
- If social media is causing stress for a friend or loved one, encourage them to step away from the internet.

Other ways to lower stress

- Go for a walk.
- Work in your yard or garden.
- Write your thoughts down or keep a journal.
- Exercise and make sure you are eating healthy, regular meals.
- Stick to a sleep routine, and make sure you are getting enough sleep.
- Avoid drinking excess caffeine (found in some soft drinks, tea, and coffee).
- Reach out to friends or family members who help you cope in a positive way.



- Play with a pet.
- Listen to music.
- Watch a funny movie or TV show.
- Get lost in a good book.
- Take a long bath.
- Practice yoga or relaxation exercises.
- Download an app that provides relaxation exercises (such as deep breathing or visualization) or tips for practicing mindfulness (a psychological process of actively paying attention to the present moment).
- Take up a hobby.
- **Recognize when you need more help.**

If you feel you are having problems with stress or want to deal with stress better, talk with your health care provider. If you need behavioral health help, call us at the phone number listed in this newsletter for your county.

We are always here to help.

Know about your health care coverage!

You receive our newsletter because you are a part of Pennsylvania’s HealthChoices program.

What is HealthChoices? HealthChoices is Pennsylvania’s Medical Assistance managed care program. The program is for people who use Medical Assistance to pay for their health care. Health care includes physical health and behavioral health.

There are two main parts to HealthChoices:

- Physical health care
- Behavioral health care

Physical health services are provided through physical health managed care organizations (PH-MCOs) or Community HealthChoices (CHC) managed care organizations (CHC-MCOs).

- PH-MCOs are overseen by the Department of Human Services’ (DHS’) Office of Medical Assistance Programs.
- CHC-MCOs are overseen by DHS’ Office of Long-Term Living.

For more information on HealthChoices and CHC, visit <https://www.dhs.pa.gov/HealthChoices/HC-Services/Documents/UnderstandingCommunityHealthChoicesvsHealthChoices.pdf>.

For more information on physical health services, see page 33 of your Member Handbook. If you do not have a Member Handbook, call us at the phone number listed for your county. You can also read and download the handbook on our website: <https://pa.performcare.org/assets/pdf/members/member-handbook-english.pdf>.

Behavioral health services include mental health services and substance use disorder services. These services are provided through behavioral health managed care organizations (BH-MCOs).

PerformCare is your BH-MCO! Your PerformCare handbook has a lot of good information about behavioral health services. These services are available to you if and when you need them.

- Call us anytime if you need help getting services. We're available 24 hours a day, seven days a week.
- Call us if you have questions about your care.

Children's services



There are many behavioral health (mental health and drug and alcohol) services available to meet the needs of our child members. Finding the right one for your child is critical to helping them flourish at home, school and within the community.

When you feel your child needs behavioral health services (mental health or substance use services) it is important to know:

- What's available
- How to access care for your child
- What will work best for your child
- How you can be involved in your loved one's care

It can be pretty scary and frustrating getting started, but we are here to help. We work with people who provide services that can help figure out what's going on with your child, what type of service will help, how much of the service is needed, and for how long.

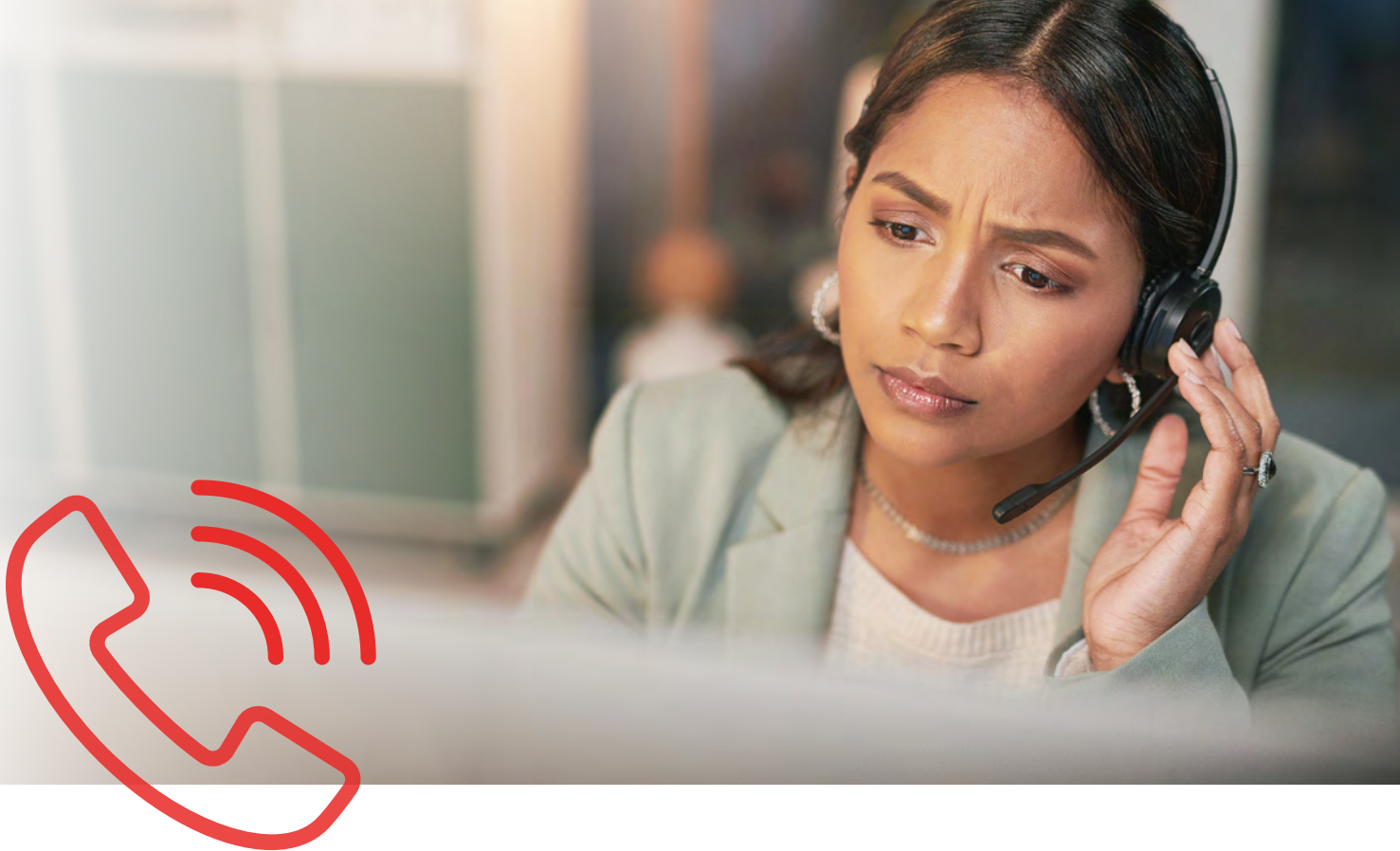
Words like "assessments," "evaluations," "outpatient," "inpatient," and "respite," and services that use abbreviations like CRR Host Home, ABA, IBHS, STAP, and PCIT can be intimidating. If you have questions, ask your child's health care provider or give us a call. We want you to be able to understand and use the terms you hear in reference to children's services.

For more information on children's services, please talk with your child's provider or call us at the toll-free phone number listed for your county. We will be delighted to help you understand and take advantage of services that will help your child grow and flourish.

Look for more information in upcoming member newsletters.

You can:

- Call and ask for a copy to be mailed to you
- Download the newsletter from our website at <https://pa.performcare.org/members/resources/newsletters.aspx>



988 mental health hotline

The new 988 Suicide & Crisis Lifeline went live this year. **988** is here to help those experiencing a mental health crisis. **988** is now the official three-digit code for **emergency mental health services**. It will allow people in emotional or mental distress to speak with a trained professional quickly, instead of using **1-800-273-8255** (a number that people often cannot remember during a crisis).

People who call, text, or chat with **988** will be directly connected to the National Suicide Prevention Lifeline. The existing lifeline phone number (**1-800-273-8255**) will remain available. Callers can also connect with the Veterans Crisis Line or get assistance in Spanish.

Who can call 988?

- 988 can be used by anyone, any time, at no cost!
- Trained crisis response professionals can support individuals considering suicide or self-harm, or any behavioral or mental health need.

- You can seek support for yourself or for a loved one experiencing a mental health crisis.
- Lifeline services are available 24 hours a day, seven days a week, at no cost to the caller.

What happens when you call 988?

Callers will be directed to a local 988 call center based on a caller's area code, where trained professionals are waiting to listen and assist.

Note: Callers will also be given the option to reach the Veterans Crisis Line (option 1) or a Spanish speaker (option 2).

- If a local call center does not answer the call within 60 seconds, the call will be routed to one of Pennsylvania's three regional 988 call centers.
- If a regional call center is unavailable, the call will be routed to the national backup network able to assess the crisis and connect to local assistance.

Regardless of who you are or what you need, you will be helped!

* Adapted from "988: A Direct Link for Suicide Prevention and Crisis Support," Pennsylvania Department of Human Services, 2022, <https://www.dhs.pa.gov/Services/Mental-Health-In-PA/Pages/988.aspx>.

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 सेवाहरू, 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/ខ្មែរស្រី ភាសាភីលីពីន/ភីលីពីនស្រី ឬស្រី: **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: သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခု ကိုမပြောတတ်လျှင်, 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 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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