

Provider Notice

To: All Providers
From: Dan Eisenhauer, Director of Operations
Date: March 18, 2022
Subject: AD 22 102 Recipient Language by County

PerformCare continues to focus on whole person and person centered care for our Members. An important component of treatment is understanding and responding to cultural and language factors that impact our Members ability to access and participate in behavioral health treatment.

In order to assist providers with understanding the demographics of our HealthChoices population, PerformCare is sharing Membership data that includes the primary language spoken by our Members. This data is reported to PerformCare by DHS on Member eligibility files and is based on Member report to their County Assistance Office. PerformCare corrects Member's language data when errors are found.

This information is being distributed twice per year to assist providers in understanding the prevalence of non-English speaking Members by County in order that providers may better anticipate and plan to meet Members treatment needs when the Member's primary language is not English.

Language needs should not be a reason to decline a referral or a barrier to treatment. PerformCare covers part of the cost for interpreter service to assist providers as described in PerformCare Policy: Interpreter Costs in Service Delivery, Policy Number: PR-027.

Please review the PerformCare Language Resources training from January 28, 2022 posted here: <https://pa.performcare.org/providers/training-education/performcare-presentations.aspx>

Please see PerformCare Member Language data sorted by County on the attached report. If you have any questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
PerformCare Account Executives