PerformCare®   8040 Carlson Road
Harrisburg, PA 17112

# Provider Notice

To:        **All Providers**

From:      **Dan Eisenhauer, Director of Operations**

Date:      **March 28, 2023**

Subject:   **AD 23 106 Recipient Language by County**

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PerformCare continues to issue our recipient language data twice per year and the notice includes an additional new report of the languages spoken by members receiving BH services for each county, in addition to the primary language of all enrollees.   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.

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
       Missy Reisinger, Tuscarora Managed Care Alliance
       PerformCare Account Executives

# PerformCARE

Languages Spoken by Consumers by County Q4 2022

| CUMBERLAND COUNTY | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 3,656 | English | 3,512 | English | 3,423 |
| Spanish | 51 | Spanish | 51 | Spanish | 56 |
| Unknown | 22 | Unknown | 25 | Unknown | 20 |
| Arabic | 4 | Arabic | 2 | Arabic | 5 |
| Sign Language | 2 | Sign Language | 2 | Sign Language | 2 |
| French | 1 | Armenian | 1 | Armenian | 2 |
| Armenian | 1 | Nepali | 1 | Nepali | 2 |
| Czech | 1 | Farsi | 1 | Czech | 2 |
| Nepali | 1 | Somali | 1 | | |
| Farsi | 1 | | | | |
| Total | 3,740 | | 3,596 | | 3,512 |

| DAUPHIN COUNTY | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 5,625 | English | 5,505 | English | 5,167 |
| Spanish | 343 | Spanish | 319 | Spanish | 318 |
| Unknown | 192 | Unknown | 203 | Unknown | 192 |
| Nepali | 12 | Nepali | 13 | Nepali | 14 |
| French | 5 | Arabic | 4 | Armenian | 3 |
| Albanian | 2 | French | 4 | French | 3 |
| Armenian | 2 | Vietnamese | 2 | Cambodian | 1 |
| Arabic | 2 | Armenian | 2 | Russian | 1 |
| Vietnamese | 2 | Russian | 2 | Farsi | 1 |
| Farsi | 2 | Farsi | 1 | Albanian | 1 |
| Bosnian | 1 | Sign Language | 1 | Vietnamese | 1 |
| Af Maay | 1 | Czech | 1 | Czech | 1 |
| Czech | 1 | Cambodian | 1 | | |
| Russian | 1 | Swahili | 1 | | |
| Cambodian | 1 | Albanian | 1 | | |
| Sign Language | 1 | Italian | 1 | | |
| Total | 6,193 | | 6,061 | | 5,703 |

| FRANKLIN COUNTY | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 3,101 | English | 3,220 | Spanish | 57 |
| Spanish | 58 | Spanish | 64 | French | 1 |
| Unknown | 27 | Unknown | 34 | English | 2,847 |
| French | 2 | Creole | 2 | Unknown | 28 |
| Creole | 2 | Armenian | 1 | Creole | 2 |
| Armenian | 1 | Farsi | 1 | Korean | 1 |
| Korean | 1 | | | | |
| Farsi | 1 | | | | |
| Total | 3,193 | | 3,322 | | 2,936 |

| FULTON COUNTY | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 239 | English | 238 | English | 222 |
| Unknown | 2 | Unknown | 3 | Unknown | 2 |
| Czech | 1 | | | Sign Language | 1 |
| Total | 242 | | 241 | | 225 |

| **LANCASTER COUNTY** | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 9,362 | English | 9,286 | English | 8,880 |
| Spanish | 583 | Spanish | 580 | Spanish | 537 |
| Unknown | 55 | Unknown | 63 | Unknown | 63 |
| Arabic | 10 | Arabic | 10 | Arabic | 8 |
| Swahili | 8 | Swahili | 6 | Sign Language | 6 |
| Sign Language | 7 | Sign Language | 6 | Swahili | 6 |
| French | 4 | Farsi | 4 | Armenian | 3 |
| Armenian | 3 | French | 4 | French | 3 |
| Farsi | 2 | Pashtou | 4 | Pashtou | 2 |
| Pashtou | 2 | Creole | 4 | Farsi | 2 |
| Kinyarwanda | 2 | Armenian | 3 | Hakha Chin/Lai | 2 |
| Hakha Chin/Lai | 2 | Burmese | 2 | Creole | 2 |
| Amharic | 2 | Hakha Chin/Lai | 1 | Burmese | 2 |
| Czech | 1 | Kinyarwanda | 1 | Pennsylvania Dutch | 1 |
| Pennsylvania Dutch | 1 | Russian | 1 | Nepali | 1 |
| Turkish | 1 | Punjabi | 1 | Kinyarwanda | 1 |
| Creole | 1 | Hmong | 1 | Somali | 1 |
| Mandarin | 1 | Ukranian | 1 | Laotian | 1 |
| Ukranian | 1 | Czech | 1 | Hmong | 1 |
| Burmese | 1 | Laotian | 1 | Vietnamese | 1 |
| Russian | 1 | Amharic | 1 | Mandarin | 1 |
| Laotian | 1 | Mandarin | 1 | Czech | 1 |
| | | Nepali | 1 | Turkish | 1 |
| | | Somali | 1 | Ukranian | 1 |
| TOTAL | 10,051 | | 9,984 | | 9,527 |

| **LEBANON COUNTY** | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 2,715 | English | 2,637 | English | 2,559 |
| Spanish | 363 | Spanish | 370 | Spanish | 357 |
| Unknown | 22 | Unknown | 28 | Unknown | 27 |
| Sign Language | 3 | Sign Language | 3 | Sign Language | 3 |
| Ukranian | 1 | Arabic | 2 | Arabic | 2 |
| Arabic | 1 | Creole | 1 | Ukranian | 1 |
| | | Ukranian | 1 | | |
| TOTAL | 3,105 | | 3,042 | | 2,949 |

| **PERRY COUNTY** | | | | | |
|---|---|---|---|---|---|
| Oct-22 Unduplicated Consumers by Language | | Nov-22 Unduplicated Consumers by Language | | Dec-22 Unduplicated Consumers by Language | |
| English | 759 | English | 733 | English | 710 |
| Unknown | 1 | Unknown | 1 | Unknown | 2 |
| Yoruba | 1 | Yoruba | 1 | Yoruba | 1 |
| TOTAL | 761 | | 735 | | 713 |

# PerformCARE

# Enrollment-Language Summary

**For eligible members as of 3/1/2023**

## CUMBERLAND

| | | |
|---|---|---|
| English | 45599 | 91.83% |
| Spanish | 1156 | 2.33% |
| Unknown | 1105 | 2.23% |
| Arabic | 442 | 0.89% |
| Nepali | 323 | 0.65% |
| Somali | 260 | 0.52% |
| Farsi | 147 | 0.30% |
| Vietnamese | 69 | 0.14% |
| Gujarati (India) | 68 | 0.14% |
| Russian | 55 | 0.11% |
| Ukranian | 48 | 0.10% |
| French | 43 | 0.09% |
| Urdu | 42 | 0.08% |
| Bosnian | 30 | 0.06% |
| Pashtou | 30 | 0.06% |
| Punjabi | 27 | 0.05% |
| Mandarin | 27 | 0.05% |
| Hindi | 25 | 0.05% |
| Korean | 14 | 0.03% |
| Bengali | 13 | 0.03% |
| Swahili | 12 | 0.02% |
| Creole | 11 | 0.02% |
| Chinese (Cantonese) | 11 | 0.02% |
| Thai | 10 | 0.02% |
| Turkish | 10 | 0.02% |
| Burmese | 9 | 0.02% |
| Kinyarwanda | 8 | 0.02% |
| Tagalog | 6 | 0.01% |
| Amharic | 6 | 0.01% |
| Pennsylvania Dutch | 5 | 0.01% |
| Sign Language | 5 | 0.01% |
| Armenian | 5 | 0.01% |
| Cambodian | 5 | 0.01% |
| Croatian | 4 | 0.01% |
| Tamil | 4 | 0.01% |
| Italian | 4 | 0.01% |
| Laotian | 4 | 0.01% |
| Czech | 3 | 0.01% |
| Greek | 2 | 0.00% |

| | | |
|---|---:|---:|
| Hungarian | 2 | 0.00% |
| Malayalam | 2 | 0.00% |
| Romanian | 2 | 0.00% |
| Albanian | 1 | 0.00% |
| Indonesian | 1 | 0.00% |
| Hebrew | 1 | 0.00% |
| **Total** | **49656** | |

## DAUPHIN

| | | |
|---|---:|---:|
| English | 79288 | 84.84% |
| Spanish | 7592 | 8.12% |
| Unknown | 3483 | 3.73% |
| Nepali | 1569 | 1.68% |
| Arabic | 300 | 0.32% |
| Vietnamese | 249 | 0.27% |
| French | 135 | 0.14% |
| Creole | 106 | 0.11% |
| Urdu | 89 | 0.10% |
| Swahili | 87 | 0.09% |
| Farsi | 75 | 0.08% |
| Mandarin | 74 | 0.08% |
| Gujarati (India) | 51 | 0.05% |
| Ukranian | 36 | 0.04% |
| Pashtou | 33 | 0.04% |
| Armenian | 31 | 0.03% |
| Russian | 29 | 0.03% |
| Uzbek | 26 | 0.03% |
| Cambodian | 24 | 0.03% |
| Indonesian | 16 | 0.02% |
| Burmese | 14 | 0.01% |
| Albanian | 12 | 0.01% |
| Tigrinya | 12 | 0.01% |
| Kinyarwanda | 12 | 0.01% |
| Bosnian | 11 | 0.01% |
| Pennsylvania Dutch | 11 | 0.01% |
| Hakha Chin/Lai | 11 | 0.01% |
| Amharic | 10 | 0.01% |
| Portuguese | 9 | 0.01% |
| Czech | 8 | 0.01% |
| Chinese (Cantonese) | 7 | 0.01% |
| Hindi | 7 | 0.01% |
| Punjabi | 4 | 0.00% |
| Korean | 4 | 0.00% |
| Tagalog | 4 | 0.00% |
| Sign Language | 4 | 0.00% |
| Thai | 3 | 0.00% |
| Italian | 3 | 0.00% |

| | | |
|---|---:|---:|
| Croatian | 2 | 0.00% |
| Yoruba | 2 | 0.00% |
| Ibo | 2 | 0.00% |
| Bengali | 2 | 0.00% |
| Af Maay | 1 | 0.00% |
| Tamil | 1 | 0.00% |
| Polish | 1 | 0.00% |
| Hebrew | 1 | 0.00% |
| Somali | 1 | 0.00% |
| **Total** | **93452** | |

## FRANKLIN

| | | |
|---|---:|---:|
| English | 32864 | 91.28% |
| Spanish | 2623 | 7.29% |
| Unknown | 245 | 0.68% |
| Creole | 121 | 0.34% |
| Arabic | 25 | 0.07% |
| Mandarin | 20 | 0.06% |
| Nepali | 18 | 0.05% |
| Armenian | 17 | 0.05% |
| Ukranian | 16 | 0.04% |
| Italian | 7 | 0.02% |
| Gujarati (India) | 7 | 0.02% |
| Korean | 6 | 0.02% |
| Russian | 6 | 0.02% |
| Urdu | 5 | 0.01% |
| Vietnamese | 5 | 0.01% |
| French | 5 | 0.01% |
| Pennsylvania Dutch | 3 | 0.01% |
| Farsi | 3 | 0.01% |
| Sign Language | 2 | 0.01% |
| Romanian | 2 | 0.01% |
| Czech | 1 | 0.00% |
| Portuguese | 1 | 0.00% |
| Albanian | 1 | 0.00% |
| Hindi | 1 | 0.00% |
| **Total** | **36004** | |

## Fulton

| | | |
|---|---:|---:|
| English | 3630 | 99.05% |
| Unknown | 25 | 0.68% |
| Spanish | 6 | 0.16% |
| Bosnian | 2 | 0.05% |
| Sign Language | 1 | 0.03% |
| Czech | 1 | 0.03% |
| **Total** | **3665** | |

## LANCASTER

| | | |
|---|---:|---:|
| English | 102199 | 86.89% |

| | | |
|---|---:|---:|
| Spanish | 10520 | 8.94% |
| Unknown | 1584 | 1.35% |
| Creole | 521 | 0.44% |
| Swahili | 493 | 0.42% |
| Arabic | 341 | 0.29% |
| Russian | 251 | 0.21% |
| Vietnamese | 190 | 0.16% |
| Ukranian | 188 | 0.16% |
| Burmese | 186 | 0.16% |
| Amharic | 136 | 0.12% |
| Pashtou | 114 | 0.10% |
| Nepali | 111 | 0.09% |
| Kinyarwanda | 110 | 0.09% |
| Karen | 93 | 0.08% |
| Farsi | 85 | 0.07% |
| French | 56 | 0.05% |
| Mandarin | 52 | 0.04% |
| Gujarati (India) | 36 | 0.03% |
| Sign Language | 33 | 0.03% |
| Cambodian | 32 | 0.03% |
| Armenian | 32 | 0.03% |
| Turkish | 31 | 0.03% |
| Somali | 26 | 0.02% |
| Hakha Chin/Lai | 25 | 0.02% |
| Chinese (Cantonese) | 24 | 0.02% |
| Tigrinya | 19 | 0.02% |
| Oromo | 19 | 0.02% |
| Czech | 13 | 0.01% |
| Bengali | 12 | 0.01% |
| Pennsylvania Dutch | 10 | 0.01% |
| Hmong | 10 | 0.01% |
| Urdu | 10 | 0.01% |
| Albanian | 9 | 0.01% |
| Romanian | 7 | 0.01% |
| Bosnian | 7 | 0.01% |
| Laotian | 6 | 0.01% |
| Punjabi | 6 | 0.01% |
| Korean | 4 | 0.00% |
| Portuguese | 4 | 0.00% |
| German | 3 | 0.00% |
| Tagalog | 3 | 0.00% |
| Italian | 3 | 0.00% |
| Hindi | 3 | 0.00% |
| Greek | 2 | 0.00% |
| Rohingya | 1 | 0.00% |
| Polish | 1 | 0.00% |

| Ibo | 1 | 0.00% |
| Serbian | 1 | 0.00% |
| Malay | 1 | 0.00% |
| Indonesian | 1 | 0.00% |
| **Total** | **117625** | |

## LEBANON

| English | 28522 | 81.59% |
| Spanish | 5559 | 15.90% |
| Unknown | 472 | 1.35% |
| Arabic | 127 | 0.36% |
| Russian | 90 | 0.26% |
| Ukranian | 54 | 0.15% |
| Nepali | 24 | 0.07% |
| Vietnamese | 22 | 0.06% |
| Cambodian | 21 | 0.06% |
| Sign Language | 11 | 0.03% |
| Mandarin | 9 | 0.03% |
| Bengali | 9 | 0.03% |
| Creole | 8 | 0.02% |
| Farsi | 8 | 0.02% |
| Gujarati (India) | 6 | 0.02% |
| Hindi | 5 | 0.01% |
| Armenian | 3 | 0.01% |
| Czech | 2 | 0.01% |
| French | 2 | 0.01% |
| Urdu | 2 | 0.01% |
| Punjabi | 1 | 0.00% |
| Burmese | 1 | 0.00% |
| Italian | 1 | 0.00% |
| **Total** | **34959** | |

## PERRY

| English | 9299 | 98.65% |
| Unknown | 45 | 0.48% |
| Spanish | 33 | 0.35% |
| Russian | 32 | 0.34% |
| Ukranian | 8 | 0.08% |
| Yoruba | 4 | 0.04% |
| Arabic | 2 | 0.02% |
| Farsi | 1 | 0.01% |
| Gujarati (India) | 1 | 0.01% |
| Urdu | 1 | 0.01% |
| **Total** | **9426** | |