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PerformCare Wants to Make Sure you Stay Covered

Keep your benefits

Changes are coming to Medicaid. We want to help make sure you stay covered for all of your health care needs.

Here is what you need to know and do:

- ✓ If they have not done so already, the Pennsylvania Department of Human Services (PA DHS) will send you important information about your benefits.
- ✓ To keep your Medicaid benefits, make sure PA DHS has your correct address. This helps you get this valuable information, and other useful letters, updates, and reminders.
- ✓ Make sure you respond by the deadline that PA DHS gives you.

Update your address with PA DHS

You can keep your address current through any of these steps:

- Online at dhs.pa.gov/compass
- In the free **myCOMPASS PA** app
- By phone at **1-877-395-8930**
- In person at your local County Assistance Office

Update your address with the post office

Check that the U.S. Postal Service has your right address, too. This helps make sure your mail gets to you.

- Visit [USPS.com/move](https://usps.com/move).

Get text alerts or eNotices

Log in to COMPASS to get updates, reminders, and alerts about your benefits.

- Sign up at dhs.pa.gov/TEXT.
- Go to dhs.pa.gov/COMPASS and opt in to get emails.

Need help?

PerformCare Member Services is here for you.

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties

- Member Services: **1-888-722-8646**
- TTY: **1-800-654-5984**
- PA Relay: **711**

Franklin and Fulton counties

- Member Services: **1-866-773-7917**
- TTY: **1-800-654-5984**
- PA Relay: **711**



PerformCare and PA's HealthChoices Program

PerformCare is part of PA's HealthChoices Program. We help connect members to behavioral health services and work with providers and counties to support their needs. PA's HealthChoices program has two main parts:

- Physical HealthChoices helps with physical health care, such as doctor visits, hospital care, and medicines.
- Behavioral HealthChoices helps with mental health and substance use services.

We work with counties, members, families, advocates and providers to support people's health and well-being.

So, in HealthChoices, you have two types of coverage: Physical Health and Behavioral Health. If or when you or a loved one needs services to help with mental health or substance use issues, we are the place to call.

Physical and behavioral health are both important. The two parts of HealthChoices work together so members can receive the right care for their whole health.

Rethinking Drinking

Sometimes a person may have a desire to quit drinking or may consider cutting down.

But, they may wonder: How to start? How much drinking is too much? How to know whether they're ready to make a change? Change is not easy, and having mixed feelings is normal when we aren't sure whether change is right for us.

Fortunately, there are judgment-free resources to help navigate this uncertainty and think about options. Rethinking Drinking at **rethinkingdrinking.niaaa.nih.gov/Thinking-about-a-change** offers easy-to-use worksheets to help weigh pros and cons, make an informed decision, and plan for desired changes.

If you have any questions about your substance treatment benefits, PerformCare is also here to help. Call Member Services at the number below for your area.

Talk with us

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties

- Member Services: 1-888-722-8646
- TTY: 1-800-654-5984
- PA Relay: 711

Franklin and Fulton counties

- Member Services: 1-866-773-7917
- TTY: 1-800-654-5984
- PA Relay: 711

Source: "Thinking About a Change?" National Institute on Alcohol Abuse and Alcoholism, <https://rethinkingdrinking.niaaa.nih.gov/thinking-about-change>, accessed August 21, 2026.





Getting Care for Your Child

Children can have big feelings, worries, or behavior challenges. Behavioral health care can help your child feel better, stay safe, and do well at home, at school, and in the community.

What is PerformCare?

PerformCare approves and pays for care for people who use Medical Assistance to get good healthcare. We cover the behavioral health services for adults, teens, and children. Our area of healthcare concerns behavioral healthcare (mental health and drug and alcohol care).

PerformCare can help families:

- Find behavioral health services for their child.
- Learn about their child's benefits and rights.

- Get help from Member Services.
- Share concerns, ideas, and needs.
- Give ideas about how PerformCare can improve its services.

Parents and guardians are important members of their child's care team. PerformCare listens to families through surveys, family groups, advisory committees, and community events. Families can share what's working well and what needs to change.

For children under age 14, a parent or guardian completes a child member survey. This helps PerformCare learn about the family's experience and improve care.

How to get started



1. Call PerformCare Member Services. Find the right Member Services number for your family below.



2. Keep your child's Medicaid member ID card nearby when you call.



3. Tell the representative that you are looking for behavioral health care for your child.



4. Share what your child needs. You can ask questions about counseling, evaluations, or other services.
5. PerformCare can help you find a provider and understand the next steps.

Services that may help

Your child may be able to get different types of care, based on their needs. Services may include:

- Outpatient counseling
- School-based behavioral health care
- Psychiatric evaluations and medication management
- Partial hospitalization for children and teens
- Intensive behavioral health services, also called IBHS
- Care coordination and help connecting with providers





A provider will talk with you and your child about the best type of care. You can ask about choices, what treatment will be like, and how the care may help.

You are part of the care team

Parents and caregivers know their children best. Share your concerns, questions, and goals with the provider. Ask your child to share their thoughts, too.

You can also ask for help if your child needs a provider who speaks your language or can support a disability. Free language assistance and other communication supports are available.



Need help now?

For families in the Capital area (Cumberland, Dauphin, Lancaster, Lebanon and Perry counties) call PerformCare Member Services at: **1-888-722-8646** (TTY **1-800-654-5984**) or PA Relay 711

For families in the Franklin/Fulton area, call PerformCare Member Services at: **1-866-773-7917** (TTY **1-800-654-5984**) or PA Relay 711

PerformCare Member Services is available 24 hours a day, seven days a week. If your child is in immediate danger, call 911.

Remember

Asking for help is a strong first step. You do not have to figure everything out alone.

PerformCare can help you understand your options and connect your child with care.

Non-Discrimination Notice

Non-Discrimination Notice PerformCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

PerformCare provides free 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)

PerformCare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- 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-Fulton Counties)
Member Services (Franklin-Fulton): 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, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

PerformCare
Complaint/Grievances
040 Carlson Road
Harrisburg, PA 17112

Capital area (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area (Franklin-Fulton Counties): 1-866-773-7917 TTY/TDD: 1-800-654-5984 or PA Relay 711,
Fax: 717-671-6555, or OCRComplaints@amerihealthcaritas.com

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA Relay 711, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, PerformCare and the Bureau of Equal Opportunity are available to help you.

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 <https://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 <http://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، متوفرة لك. اتصل بالرقم: 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)

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 ភាសាភីកគភីកស្ត្រេសប្រាប្រឹក្សា ទូរស័ព្ទ: 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: သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခုကိုမပြောတတ်လျှင်, တာဝန်ခံအမဲ့ဘာသာစကားအကူအညီများဝန်ဆောင်မှုများ, 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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pa.performcare.org

8040 Carlson Road
Harrisburg, PA 17112