PerformCARE®
8040 Carlson Road
Harrisburg, PA 17112

Provider Notice

To:	**All Providers**
From:	**PerformCare**
Date:	**October 29, 2026**
Subject:	**MH 26 106: Partnering with PerformCare Clinical Care Managers**

At PerformCare, we recognize that effective collaboration between providers and our Clinical Care Managers (CCMs) is essential to achieving positive outcomes for the Members we serve. We encourage providers across all levels of care to engage CCMs early and often when coordination needs are identified.

CCMs can serve as valuable partners in supporting Members with complex behavioral health, physical health, and health related social needs. Early collaboration helps promote continuity of care, reduce barriers to treatment, and support successful transitions between levels of care.

When to Contact a Clinical Care Manager
Providers are encouraged to contact the Member's assigned CCM when:

- Assistance is needed with discharge planning or transition to a lower level of care.
- Barriers to discharge have been identified, including health related social needs, community resources, or follow-up appointments.
- Care coordination is needed among multiple providers or service systems.
- There are concerns regarding engagement, treatment adherence, or Member support needs in the community.
- Additional resources or services may be needed to help the Member remain successful following discharge.

Benefits of Collaboration
Working together allows providers and CCMs to:

- Identify and address discharge barriers as early as possible.
- Facilitate connections to community-based services and supports.
- Improve communication among providers involved in the Member's care.
- Support timely follow-up services after discharge.
- Promote safe and successful transitions across levels of care.
- Enhance the overall Member experience and health outcomes.

How to Reach Care Management
Providers may contact PerformCare at 1-888-700-7370 to request assistance from the Member's assigned CCM. If you are not familiar with the assigned CCM, our Member Services Specialists can assist you, or if the Member does not have a current CCM assigned, our Member Services Specialists can assist you. You can also request Care Management assignment through our website: https://pa.performcare.org/providers/care-management-referrals.

Through partnership and proactive communication, we can work together to ensure members receive coordinated, person-centered care that supports recovery, wellness, and successful community integration.

Thank you for your continued commitment to serving our Members.

cc: Lisa Hanzel, PerformCare
Amanda Treadwell, Capital Area Behavioral Health Collaborative
Genevieve Harper, Tuscarora Managed Care Alliance
PerformCare Account Executives