



In this issue:

Coping with stress during the holidays

Learn about Intensive Behavioral Health Services

Rethink your family's screen time

Want to stop smoking?
We can help

Know about your health care coverage

Healthier choices for holiday meals

Holiday foods can be rich in sugar, fat, and carbs. The Centers for Disease Control and Prevention also warns that these foods are often short on nutrients, but high in calories. This year, swap out a few typical dishes with new ones that taste good and are healthier.

Try these options

Stuffing: Made with bread, this dish is full of carbs. Replace bread cubes with diced veggies like red onion, yellow squash, and green celery for a colorful, low-carb option.

Mashed potatoes: Serve fewer carbs and calories by making mashed cauliflower instead. Add chives for some extra zest.

Cranberry sauce: Simple and sweet, this side has lots of sugar. Switch to cranberry chutney, which contains half the sugar, but plenty of flavor from fruits, vegetables, and nuts.

Cake: Pound, chocolate, and yellow cakes are all filled with eggs and butter, which are both high in fat. Angel food cake is made without butter or egg yolks for a lighter, low-fat treat.

The holidays can be rough, but don't let that distract you from your recovery!

Go outside! Take a walk or read a book to clear your head.

Volunteer your time. Who knows — maybe you'll find new friends or an organization you enjoy working with!

Get out and about in a healthy environment.

Grab the newspaper or search online for free or low-cost activities in your area, like a poetry slam or a concert.

Challenge yourself. Do something you've been putting off for a while, like cleaning out your closet. Getting rid of clutter is a great way to start the year and your donations could help someone in need!

Reprinted with permission of Mental Health America.

Holiday survival guide

A few tips for maintaining your mental health during the holidays!

Self-care

Pay special attention to your eating, sleeping, and down time.

Fun, not perfection

Just have as much fun as you can and don't expect the holidays to be perfect

Anticipate stress

Plan ahead of time what your strategy will be when times get stressful.



Coping with stress during the holidays

- Keep expectations manageable.
- Be realistic about what you can and cannot do.
- Leave the past in the past and look toward the future.
- Do something for someone else.
- Enjoy outdoor activities, like taking a walk.
- Be aware of excessive drinking.
- Spend time with supportive and caring people.
- Save time for yourself!

Reprinted with permission of Columbia River Mental Health Services.

What are Intensive Behavioral Health Services?

Intensive Behavioral Health Services (IBHS) are mental health services offered in the home, school, and community. IBHS support youth under the age of 21 with their mental, emotional, and behavioral health needs. Trained staff tailor these services to your child's specific needs, and work one-on-one with your child for their best health.

IBHS used to be known as Behavioral Health Rehabilitation Services (BHRS). BHRS were sometimes called "wraparound" services.

To qualify for IBHS, a youth must be younger than age 21 and have a behavioral health disorder diagnosis.

Some abbreviations are useful to know when discussing IBHS. Here is a list of terms you may encounter that relate to IBHS.

IBHS abbreviations and terms

ABA — Applied behavior analysis

ASD — Autism spectrum disorder

Asst. BC-ABA — Assistant behavior consultation-applied behavior analysis

BA — Behavior analytic

BC — Behavior consultation

BC-ABA — Behavior consultation-applied behavior analysis

BHT — Behavioral health technician

BHT-ABA — Behavioral health technician-applied behavior analysis

EBT — Evidence-based therapy

IBHS — Intensive Behavioral Health Services

ITP — Individual treatment plan

MT — Mobile therapy

IBHS board-certification abbreviations and terms

BCaBA — Board-certified assistant behavior analyst

BCAT — Board-certified autism technician

BCBA — Board-certified behavior analyst

RBT — Registered behavior technician

Source:

1. "Intensive Behavioral Health Services (IBHS)," ASERT, <https://paautism.org/resource/intensive-behavioral-health-services>.

Learn more about Intensive Behavioral Health Services

You can learn more about IBHS from ASERT (Autism Services, Education, Resources, and Training). ASERT is a partnership of centers of autism research and services, universities, medical centers, and providers engaged in the care and treatment of individuals of all ages with autism and their families.

ASERT:

- Leads and supports initiatives to improve access to quality information and services.
- Educates in best practices.
- Connects local, regional, and statewide resources.

ASERT provides information and resources about IBHS and the transition from BHRS to IBHS. Visit the ASERT website at <https://paautism.org/resource/intensive-behavioral-health-services> to learn more.

You can also contact ASERT at 1-877-231-4244 or info@paautism.org.



Rethink your family's screen time

Do you like to watch TV while sending texts or reading social media? If so, you are not alone. Many people often split their focus between two or more media activities at once. They may watch videos or listen to music while scrolling on their smartphone or texting. Sometimes called “second screening” or “media multitasking,” this habit is not always good for us.¹

During the COVID-19 pandemic, many families recognized the benefits of screen time. Through social media and other online platforms, kids connected with friends and continued schooling. Adults kept in touch with friends and family members, and sometimes worked remotely. Both kids and adults have added to the rise in diverse media use.² At the same time, concerns have arisen about how much time we are on screens and how this may impact our health.

These concerns find support from study findings. Media multitasking may hurt our ability to focus our attention where it's needed and to remember what we're watching or reading. Evidence has shown that:¹

- People who are heavy media multitaskers also tend to have shorter attention spans.
- Having a short attention span may worsen our memory.

But does our screen time at least increase our happiness? Unfortunately, studies often suggest the opposite. Surveys have showed that heavy use of TV and social media have left people less happy than those who better balanced their screen time with other pastimes. Some people have also reported issues with:^{2,3}

- Getting enough sleep.
- Getting enough outdoor and physical activity.
- Getting enough time with family and friends.
- Lower school grades.
- Anxiety.
- Depression.
- Fear of missing out.
- Poor self-image and body image.
- Weight problems.
- Addictions.

As we all rely more on media, these findings let us know about related health risks. Screens can entertain and teach, but too much use may lead to problems. As many schools and workplaces have reopened, we can rethink how screens fit into our family life. To reduce screen time, try these steps:³

- Shut off alerts on social media and messaging apps.
- Avoid using screens to keep your child quiet or stop tantrums.
- Turn off screens and remove them from bedrooms 30 to 60 minutes before bedtime.
- Make more time to go device-free, such as for:
 - Family outings.
 - Dinnertime.
 - Walks.
 - Dancing to music or other exercise.
 - Reading a paperback book.

Screen use can be healthy and positive when used in balance. Consider making a screen-time plan with your family. Let your children share their thoughts. These tips can help:³

- Talk to your child about what they're watching. Watch some content with them. Point out good behavior, like cooperation and caring for others.
- Encourage media use that builds creativity and social support.
- Set a good example. Balance your own screen time with other healthy activities.
- Teach your kids about online privacy and safety.
- Learn about and use parental controls.
- Encourage your child to learn other activities. Sports, music, and the arts are healthy hobbies that do not involve screens.
- Consider your child's maturity and habits. Different plans can work best for different kids and teens.

Have questions or concerns about your child's screen time? Talk with your child's health care provider. They may help your child and family find a healthy balance.



Sources:

1. "Stop Multitasking on Your Phone: Media Multitasking May Lead to Attention Lapses and Poor Memory," Harvard University, <https://sitn.hms.harvard.edu/flash/2020/stop-multitasking-on-your-phone-media-multitasking-may-lead-to-attention-lapses-and-poor-memory>.
2. "Exploratory Study of the Relationship Between Happiness and the Rise of Media Consumption During COVID-19 Confinement," *Frontiers in Psychology*, <https://www.frontiersin.org/articles/10.3389/fpsyg.2021.566517/full>.
3. "Screen Time and Children," American Academy of Child and Adolescent Psychiatry, https://www.aacap.org/AACAP/Families_and_Youth/Facts_for_Families/FFF-Guide/Children-And-Watching-TV-054.

Want to stop smoking? We can help

PerformCare values our members' well-being. We want you to enjoy life at its healthiest and most fulfilling. Smoking can lead to illness and disability, and it can hurt nearly every organ in the body. Yet, cigarette smoking is still the leading cause of preventable disease, disability, and death in the United States. If you want to quit smoking and using tobacco, know that you are not alone. Many adults who smoke tobacco cigarettes want to end the habit.¹

It can help to work with others who understand the challenges you face in quitting tobacco. We offer tobacco cessation counseling and services to all members. You can use these services without referrals or prior authorization. Just call PerformCare Member Services at the phone number for your county.



Learn more about quitting tobacco

Want to learn more about quitting a tobacco habit?

PerformCare offers articles and other resources with answers to some questions you may have. Learn more about:

- How smoking affects your health.
- Tips for quitting smoking.
- How to use exercise to reduce your urge to smoke.
- Symptoms of smoking withdrawal and how to ease them.
- How smoking impacts the health of women.
- Why kids start smoking and how to talk to your child about it.
- Health risks of e-cigarettes, vaping, and Juuls.
- Dangers of secondhand smoke.

To access these resources, visit our website at <https://pa.performcare.org/self-management-wellness/smoking-cessation/index.aspx>.

Source:

1. "Fast Facts and Fact Sheets," Centers for Disease Control and Prevention, https://www.cdc.gov/tobacco/data_statistics/fact_sheets/index.htm?cid=osh-stu-home-spotlight-001.

We're ready to help you 24 hours a day, seven days a week.

Get help with quitting tobacco from PerformCare Member Services. Call:

- **1-888-722-8646** if you live in Cumberland, Dauphin, Lancaster, Lebanon, or Perry counties.
- **1-866-773-7917** if you live in Franklin or Fulton counties.

Members who are deaf or hard of hearing or have difficulty speaking may call the Pennsylvania Relay Operator at **711** to get help communicating with PerformCare.

We can connect you (or your loved one) to a provider ready to help you stop smoking or using tobacco. Providers may offer tobacco cessation medications, including gum and patches, and counseling services for no copay.

There are additional resources available to help you meet your tobacco cessation goals. You can contact:

- Your physical health plan.
- Pennsylvania Department of Health Provider Registry. Visit the department at <https://www.health.pa.gov/topics/programs/tobacco/Pages/Registry.aspx>. There, you can look for a provider near you who offers tobacco cessation counseling and services.
- Pennsylvania Free Quitline. Call **1-800-QUIT-NOW (784-8669)** (or for Spanish speakers, call **1-855-DEJELO-YA [335-3569]**) or visit <https://pa.quitlogix.org/en-US>. The Quitline offers support options via phone, email, texting,* and their website to help you kick your tobacco addiction.

* Standard messaging and data fees may apply.

Know about your health care coverage

What is HealthChoices?

HealthChoices is Pennsylvania's Medical Assistance (Medicaid) managed care program. Through the HealthChoices managed care organizations, members can get quality medical care and long-term supports.

HealthChoices medical care has two parts:

- Physical health care.
- Behavioral health care.

What are my physical health services?

Physical health care is provided through physical health managed care organizations (PH-MCOs) and Community HealthChoices managed care organizations (CHC-MCOs).

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

To learn more about your physical health care, see page 33 in your Member Handbook. If you do not have a Member Handbook, give us a call at PerformCare Member Services. We can help! Dial the phone number listed for your county.

What are my behavioral health services?

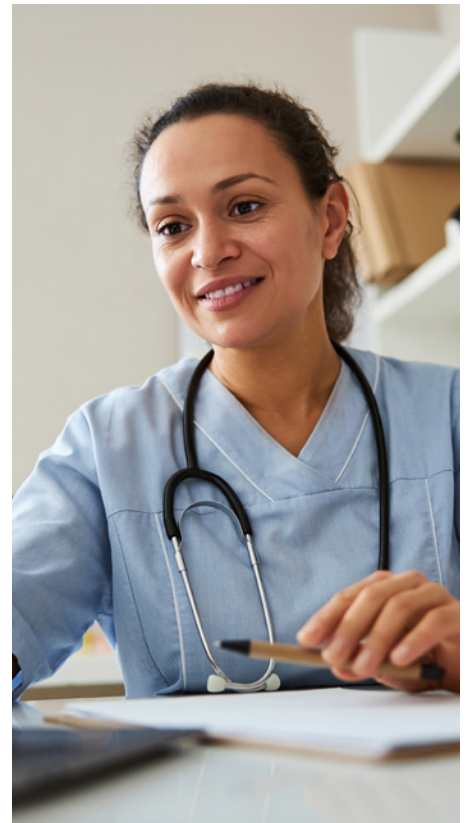
Behavioral health care includes help with:

- Mental health conditions, like anxiety and depression.
- Substance use disorders, like addiction to a drug.

Behavioral health managed care organizations (BH-MCOs) provide these services. BH-MCOs are overseen by the Department of Human Services' Office of Mental Health and Substance Abuse Services (OMHSAS).

PerformCare is your BH-MCO! We are a full-service organization offering quality, compassionate behavioral health and human services programs. You can find a lot of good information about these services in the PerformCare Member Handbook.

Need help getting services? Or do you have questions about your care? Call PerformCare Member Services 24 hours a day, seven days a week, at the number for your county.



PerformCare Member Services is here for you 24 hours a day, seven days a week. Call:

- **1-888-722-8646** if you live in Cumberland, Dauphin, Lancaster, Lebanon, or Perry counties.
- **1-866-773-7917** if you live in Franklin or Fulton counties.

Members who are deaf or hard of hearing or have difficulty speaking may call the Pennsylvania Relay Operator at **711** to get help communicating with PerformCare.

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/ខ្មែរ ភាសាភីលីពីន/ខ្មែរសង្គ្រាម/ខ្មែរ ចូរស្រុក: **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/TTD
for communication, call the PA Telecommunications Relay Service
at **711** or **1-800-654-5984** (TTY) and call the PerformCare
number you want.

All images are used under license for illustrative
purposes only. Any individual depicted is a model.

PCPA-211639979

pa.performcare.org

8040 Carlson Road
Harrisburg, PA 17112