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## 'Tis the season to be jolly — not frazzled

The holidays are supposed to be a merry time. But they can easily lead to overspending, overdoing, and overeating. This can leave you feeling stressed. Follow these five tips to help you enjoy the season, while also taking care of your health.

- 1. Reset your expectations.** Don't worry about a perfect holiday. Instead, focus on having a relaxing, meaningful time with those who matter most to you.
- 2. Maintain healthy habits.** Try to follow your usual schedule for meals, exercise, and sleep. If things start feeling hectic rather than fun, remind yourself that it's OK to put up fewer decorations or turn down invitations.
- 3. Create new traditions.** Holiday traditions help strengthen family bonds. Start a fun, new tradition this year. Maybe everyone could play a board game or watch a favorite movie.
- 4. Prep your party strategy.** Have a plan for enjoying parties without wrecking your good eating habits. For example, look at the food table and decide what you'll eat before you fill your plate.
- 5. Don't overspend on gifts.** Spending more than you can afford leads to stress. And money worries can follow you into the new year. Scale back on your gift list and stick with a shopping budget. Or give homemade items.

## PerformCare Member Services numbers

Capital Area (Cumberland-Perry, Dauphin, Lancaster, and Lebanon 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.

**Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.**

## Spotlight on



### What is Community HealthChoices (CHC)?

Community HealthChoices is Pennsylvania's new managed care program for individuals in need of long-term services and supports (LTSS). Eligible individuals who need a nursing facility level of care can receive CHC services in the setting of their choice.

- Like HealthChoices, people served by Community HealthChoices will be able to get both behavioral health services as well as physical health services.
- For people who live in the Central Pennsylvania area, the CHC program will begin on January 1, 2020.

### Who is eligible for CHC services?

CHC is available for individuals who are 21 years of age or older and enrolled in both Medicare and Medicaid. Additionally, individuals currently receiving LTSS services through waiver services or in a nursing facility funded by Medicaid are eligible for CHC services.

LTSS services involve assistance you can get at home to help you live independently. These services help people remain in their homes (versus being cared for in a nursing home or facility).

For a detailed listing of the types of LTSS services available, visit <https://www.enrollchc.com/learn/long-term-services-and-supports>.

### What services are covered under CHC?

In addition to all of the traditional physical health benefits provided to Medicaid enrollees, Participants in the CHC program have access to the following benefits:

- **Mental health and substance use (behavioral health) services**
- Service coordination
- Home health services and aides
- Physical, occupational, speech, and rehabilitative services
- Home adaptations/vehicle modifications
- Medical supplies
- Non-medical transportation
- Home-delivered meals

## Physical HealthChoices

This covers things like medical visits when you are sick and checkups when you are healthy. It also covers vision and dental services.

## Behavioral HealthChoices

This covers things like mental health counseling services or if you need assistance with substance use including, drugs, alcohol, or tobacco.

## Community HealthChoices

This covers things like home health care or nursing facility care. It includes other services to help support your ability to live in your community.

### How do I enroll in CHC services?

Eligible Participants were sent a letter and information package from the Community HealthChoices program in September to notify them of their eligibility and enrollment options. Individuals will have an opportunity to select their CHC plan.

The three managed care plans providing CHC services in Pennsylvania are:

- **AmeriHealth Caritas**
- **PA Health & Wellness**
- **UPMC Community HealthChoices**

### PerformCare will manage your behavioral health (mental health, drug, and alcohol) care.

Participants had until December 20, 2019, to select their plan. If a decision was not made by the deadline, each Participant was assigned to a CHC plan. Like traditional Medicaid, Participants may switch their enrollment at any time.

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To switch your CHC enrollment and get valuable information on the program, you can visit the state's CHC website: [www.enrollchc.com](http://www.enrollchc.com).

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### What role does PerformCare have in the new CHC program?

PerformCare will work with your CHC managed care plan to ensure that you receive the behavioral health services you need. Some of the services include counseling and therapy services.

### How do I learn more?

To learn more about the CHC program, the benefit package, and your enrollment options, contact the CHC Independent Enrollment Broker at **1-877-550-4227**. TTY users should call toll-free **1-833-254-0690**. The call is free and they are open Monday through Friday, 8 a.m. to 6 p.m.

You can also enroll online at [www.compass.state.pa.us](http://www.compass.state.pa.us).

To learn more about the behavioral health and substance use benefits provided by PerformCare, you can contact our Member Services Department. Select the number below based on your county of residence:

- Cumberland, Dauphin, Lancaster, Lebanon, or Perry counties: **1-888-722-8646**
- Franklin or Fulton counties: **1-866-773-7917**
- TTY: **1-800-654-5984** or **711** PA Relay

## We Can Help You Quit!

### Risks to health from smoking

If you smoke or use tobacco products, now is the time to quit. We can help. Smoking and tobacco use includes:

- Smoking cigarettes.
- Using e-cigarettes.
- Chewing tobacco.
- Dipping snuff.
- Vaping.

Using and smoking tobacco products can hurt your body. It can cause lung, heart, and respiratory diseases, as well as several cancers.

Smoking can also:

- Make it harder for a woman to become pregnant.
- Harm the health of a developing baby if a woman smokes while she is pregnant.
- Affect a man's ability to father children.
- Harm the health of non-smokers who are around secondhand smoke.

If you don't smoke, please don't start. If you do smoke, please make a plan to quit so you can lower your smoking-related health risks. Keep in mind that you don't have to do it alone. Help is available.

### PerformCare can help you!

At PerformCare, we value your health and well-being. PerformCare members are eligible for 70 tobacco cessation counseling sessions in a calendar year. Each session is 15 minutes of face-to-face counseling with a provider, either on your own or in a group. The provider must be approved by the Pennsylvania Department of Health. Call the PerformCare Member Services number for your county to find out about approved providers in your community.

You do not need a referral or prior approval to go to a counseling session. Tobacco cessation prescription drug services are also available. With a written prescription from your provider, you may get products like medicine or nicotine patches to help you quit.

Members can call Member Services 24 hours a day, seven days a week.

- Capital Area (Cumberland-Perry, Dauphin, Lancaster, and Lebanon counties): **1-888-722-8646**.
- Franklin and Fulton counties: **1-866-773-7917**.

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.

Contact us at **1-888-722-8646** to request a copy.

Source: "Health Effects of Cigarette Smoking," Centers for Disease Control and Prevention, January 17, 2018, [https://www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/health\\_effects/effects\\_cig\\_smoking/index.htm](https://www.cdc.gov/tobacco/data_statistics/fact_sheets/health_effects/effects_cig_smoking/index.htm).

## 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](http://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](http://www.hhs.gov/ocr/office/file/index.html).

Multi-language interpreter services

## English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call the Member Services number for your county.

**Spanish: ATENCIÓN:** si habla español, tiene a su disposición los servicios de asistencia lingüística sin costo alguno. Llame al número de Servicios al Miembro de su condado.

**Chinese Mandarin:** 注意：如果您说中文普通话/国语，我们可为您提供免费语言援助服务。请致电您所在县的会员服务热线。

**Chinese Cantonese:** 注意：如果您使用粵語，您可以免費獲得語言援助服務。請致電您所在縣的會員服務熱線。

**Vietnamese: CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Dịch Vụ Thành Viên dành cho quận của bạn.

**Russian: ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по номеру телефона Member Services для вашего округа.

**Pennsylvanian Dutch:** Wann du Deitsch schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하 카운티의 회원 서비스로 연락하십시오.

**Italian: ATTENZIONE:** nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero dei Servizi per i soci relativo alla propria contea.

**Arabic:**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خدمة العملاء الخاص ببلدك.

**French: ATTENTION :** si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro des Services aux membres pour votre comté.

**German: ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie die Servicenummer für Mitglieder in Ihrem Land an.

**Gujarati:** સૂચના: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે ભાષા સહાયતા સેવાઓ નિ:શુલ્ક ઉપલબ્ધ છે. તમારી કાઉન્ટીના મેમ્બર સર્વિસીસ નંબર પર ફોન કરો.

**Polish: UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer obsługi członkowskiej odpowiedni dla Twojego kraju.

**Haitian Creole: ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo Sèvis manm pou konte w.

**Mon-Khmer Cambodian:** ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, អ្នកអាចប្រើប្រាស់សេវាជំនួយភាសាដោយមិនគិតថ្លៃ។ ចូរទូរស័ព្ទទៅកាន់លេខសេវាបម្រើសមាជិកសម្រាប់ប្រទេសរបស់លោកអ្នក។

**Portuguese: ATENÇÃO:** Se fala português, encontra-se disponível serviços de assistência linguística gratuitos. Ligue para o número de Serviços aos Membros do seu país.

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