



In this issue:

A gift to yourself and those you love

Holiday word finder

Help for yourself and others

Facts to know about depression

Your voice: You can help make things better!

What to know about Mental Health Inpatient Treatment and planning for your treatment after discharge

You have both physical health and behavioral health coverage

A gift to yourself and those you love

This time of year, many people are busy thinking of the perfect gifts to buy for family and friends. But one gift that will mean more to them than anything doesn't come from a store. It is the gift of your good health so you can be an active part of your loved ones' lives for many years to come.

One of the best things you can do to take care of your health and well-being is to stop smoking. Cigarette smoking causes cancer in the lungs and other parts of the body. It raises the risk for diseases like stroke, high blood pressure, diabetes, and chronic bronchitis. It can even harm teeth and gums.

If you smoke, please make a plan to quit. You don't have to do it alone. Your journey to becoming smoke free can start by visiting pa.performcare.org/self-management-wellness/smoking-cessation/index.aspx. You can also call PerformCare. We are here 24/7, 365 days a year, to help you get the services you need. You can find the number for your county in this newsletter.

Tips for beating the holiday blues

Many people feel stressed when getting ready for the holidays. They feel the strain it can put on their budget. For people who feel depressed and lonely throughout the year, these feelings can become stronger during the holiday season. Here are ways to help someone deal with the holiday blues:

- **Lend a hand** — Offer to help them with cleaning, shopping, cooking, and other things to help get ready for the holiday.
- **Be a good listener** — Let the person know you are available if they want to talk. Be ready for strong feelings if there has been a death or another sad event.
- **Spend some time** — Just working on a puzzle or enjoying good music together goes a long way.
- **Send a greeting** — A note or card means a lot to people who lack social supports.
- **Ask them to go to a fun event** — This will help if the person needs a ride or feels shy around new people.
- **Remember the sick** — People in hospitals and nursing facilities need extra support during the holidays.

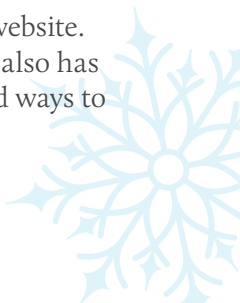
If the person is really struggling, suggest they share their feelings with a health care professional or a trusted religious leader.

You deserve the best behavioral health care

At PerformCare, we value our Members. That's why we're here 24/7, every day. Please find the phone number for your county in this newsletter.

You can also find good information on our website. Visit us at pa.performcare.org. Our website also has information about community resources and ways to help keep your mind and body healthy.

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





Holiday word finder

R N L R A K D O O F F O S E R
 E E F F E R O W E O A X T C E
 C R F W N X M T R S J B F N S
 O D A M K O E G T R Q N I E P
 V L M S G N I R E H T A G N O
 E I I U A V E T C L E H O I N
 R H L V E S B S A I I I Y T S
 Y C Y N S L E U F R S V O S I
 C D E E O N G B D S E E J B B
 B S U G I H E N E G D D Y A L
 S L D T T P E R W G E O O P E
 B F U E E T P S N O I T O M E
 M O R A F E F R I E N D S M O
 R K C U D P E E L S G R A C E
 B E A E K T R A D I T I O N S

ABSTINENCE
BLUES
BUDGET
CHILDREN
DEPRESSION
EMOTIONS
EXERCISE
FAMILY
FOOD
FORGIVENESS
FRIENDS
GATHERINGS
GIFTS

GRACE
JOY
LAUGHTER
MODERATION
MOOD
PEACE
RECOVERY
RESPONSIBLE
ROUTINES
SLEEP
STRESS
TRADITIONS

Help for yourself and others



PerformCare partners with organizations dedicated to stamping out the stigma related to mental illness and drug and alcohol use. We participate in a campaign called Stamp Out Stigma.

Stamp Out Stigma is a campaign that aims to reduce the stigma surrounding mental illness and substance use disorders. This campaign challenges each of us to change the talk about mental health and addiction from a whisper to a conversation.

At this time of year, we are reminded especially that:

- Everyone experiences stress, sadness, and anxiety from time to time — it's part of life.
- If you are concerned about yourself or someone you love, take a mental health screening today to get the necessary help. You can take a free screening at helpyourselfhelpothers.org.

The Screening for Mental Health website is dedicated to helping people (people just like you and me) help themselves and help others. Check out the site and call us if you have questions or want to offer comments about the site. You can call us 24/7 at the phone number listed for your county in this newsletter.

This holiday season, and in the coming year, be kind to yourself and to others. Take good care of yourself and others.

Facts to know about depression

- Depression is the leading cause of disability in the U.S. for ages 15 to 44.
- Depression affects 20 percent – 25 percent of Americans ages 18 and older in a given year.
- Only about half of Americans diagnosed with major depression in a given year receive treatment for it and one-fifth receive treatment aligned with current practice guidelines.

Remember, mental illness does not discriminate. Join us in the coming year to help bring attention to the importance of sharing mental health stories and help improve the lives of millions of Americans living with a mental illness.

If you or someone you know needs help, please call the National Suicide Prevention Lifeline at **1-800-273-8255**.

Sources:

“Get Educated,” Association for Behavioral Health and Wellness (ABHW), www.stampoutstigma.com/get-educated.html (accessed October 2, 2018).

“Suicide Facts,” SAVE: Suicide Awareness Voices of Education, <https://save.org/about-suicide/suicide-facts> (accessed October 4, 2018).

Your voice: You can help make things better!

PerformCare has several committees you can serve on. Some committees meet every month, while others meet every three months. There are also workgroups that meet just long enough to help improve a situation that has come up.

On these committees you can:

- Share ideas and concerns.
- Learn about PerformCare and HealthChoices.
- Meet new people.
- Help improve areas to make things better for others.

If you would like to become involved and have your voice heard, call PerformCare at the toll-free number listed for your county.

Your input is important and valued!

Members and families who participate on PerformCare committees can be reimbursed for time spent at meetings and for mileage to and from meetings.



Mental Health Inpatient Treatment and planning for your treatment after discharge

A mental health hospitalization can be a difficult and confusing time. During this time, it can be hard to keep track of what you should do, what you need to know, and what you can expect from the hospital.

There are things you can do to gain the most from your time spent in the hospital.

Do:

- **Ask questions.** Use this time to learn more about your illness, medication, and treatment options:
 - Does this medication have side effects?
 - Are there alternative medications to consider?
 - What outpatient treatment options are available?
 - What Providers (at which locations) are available offering this treatment?
 - Are there other services available, such as peer support or recovery specialists?
 - What does this recommended treatment offer that is different from treatment I have had in the past?
- **Be involved.** Be involved in the plans that are made for you after your hospitalization. This includes the types of treatments or services you will have and the locations and times of your appointments. Talk about plans early in your stay, so there is time to get an appointment with the date, time, and Provider you choose. Accept an aftercare appointment you know you can keep.
- **Include your team.** Have your friends and family meet with staff in the unit. This way, your friends and family will understand your illness and aftercare plans. Having someone else hear what your discharge plans are can help you remember

the details after your discharge. Working as a team, you, your family and friends, and the hospital staff can make a plan that works for you and helps you stay well.

- **Create a plan.** If you do not have a WRAP (Wellness Recovery Action Plan[®]), make a plan for how to stay well after you leave the hospital. The plan may include:
 - Activities you need to do to stay well, and triggers or warning signs that things are not going well.
 - Steps to take when you don't feel strong and who to call for support.
 - Appointment details for follow-up care after hospitalization.
 - Once you have a WRAP, work with your team to keep it up to date.

It is very important that your treatment continues after your hospitalization stay. Appointments should be set for you within seven days of discharge so that:

- You can continue to receive the support and education you need during your recovery.
- Doctors can help prevent medication errors and bad side effects.
- Therapists, Peer Supports, and Case Managers can make sure your recovery is going as planned and you are working on your goals.
- You can help prevent your returning to the hospital.

Sources:

Adapted from Psychiatric Discharge Process, ISRN Psychiatry, 2012; 638943. Published online September 4, 2012. Author: Hamzah M. Alghzawi.

Additional resource: Mental Health America, www.mentalhealthamerica.net/after-diagnosis.





You have both physical health and behavioral health coverage

PerformCare is part of the HealthChoices program. This is the Medical Assistance program that pays for your health care needs. In this program, you have selected Aetna Better Health, AmeriHealth Caritas, Gateway Health Plan, United Healthcare, or UPMC Health Plan for you as your physical health plan.

PerformCare is your behavioral health plan. (When you hear behavioral health, think of mental health and substance abuse services.)

We:

- Serve people who are on Medical Assistance.
- Pay for mental health, alcohol, and other drug treatment services.
- Want you to have the best care possible.

We are here if you or your covered loved ones need us.

As your behavioral health plan, PerformCare wants you to know the information that will help you get mental health and/or drug and alcohol treatment services if you or your loved one needs them. You can learn about getting these services in your Member Handbook.

After signing up for your physical health plan, you should have received a handbook from us. (If you did not, please call the Member Services phone number for your county.) Please take some time to read this handbook. You can also call us toll free to ask for help with understanding any part of your handbook.

Our Member Services staff is here to help you! They are available 24 hours a day, seven days a week, to answer

questions you may have about PerformCare, behavioral health services, or about the handbook.

You will find the Member Services number for your county throughout the Member Handbook. (You can also find these numbers in this newsletter.) Also, for your convenience, we have included helpful terms and definitions and important phone numbers in the back of the handbook.

Your Member Handbook includes information about:

- Important rights you have.
- Services available for adults and children.
- How PerformCare will let you know about new information.
- Information on filing complaints and grievances.
- Information about who to call if, or when, you need help.
- Mental health advance directives.
- How to get the care you need.
- Choices you have.

Remember:

- This is very important information. Read it carefully.
- Keep this information in a place where you can find it if, or when, you need it.
- Please call us if you have any questions.
- There is a tear-off, toll-free phone number card on the back cover of the handbook.

We look forward to serving you and helping you get quality services that are close to your home.

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 (Bedford-Somerset and Franklin-Fulton Counties)

Member Services (Bedford-Somerset): **1-866-773-7891**

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, 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

<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 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, kannscht 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: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, អ្នកអាចប្រើប្រាស់សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ។ ចូរ ទូរស័ព្ទទៅកាន់លេខសេវាបម្រើសមាជិកសម្រាប់ប្រទេសរបស់លោកអ្នក។

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

PerformCare Member Services numbers

Capital Area (Cumberland-Perry,
Dauphin, Lancaster, and Lebanon counties):
1-888-722-8646

Bedford and Somerset counties:
1-866-773-7891

Franklin and Fulton counties:
1-866-773-7917

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

pa.performcare.org

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.

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