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Longer Than Average Wait Times for Telephonic and Video Interpreting Services

Dear providers,

We have just been made aware of a carrier outage with our telephonic and video interpreter services vendor, Certified Languages International (CLI), occurring today 11/30/2021.

If you try to access interpreter services through CLI's platform, you may experience longer than usual wait times. If you plan on using these services today, try and set aside some extra time to call CLI and set up an interpreter for the appropriate language.

We will continue to update you as we get more information from CLI on the resolution of this issue. If you have any questions, please email interpreters@hpsm.org.

For more information on HPSM's language assistance and interpreter services, visit www.hpsm.org/provider/resources/language-services.

Thank you for your continued commitment to our community,
The Health Plan of San Mateo