

April 18, 2022

New Sign Language Interpreter Services Vendor

Dear provider,

We are excited to announce the Health Plan of San Mateo (HPSM) has recently engaged an additional in-person sign language interpretation vendor, **LinguaBee**, to better meet the needs of our members.

On-demand sign language interpretation services are still available through **Certified Languages International's** video remote interface. Information on accessing both in-person and on-demand video interpretation can be found here: www.hpsm.org/provider/resources/language-services/phone-and-video-interpreters

The process to request an in-person sign language interpreter will remain the same:

1. Complete the interpreter request form: bit.ly/HPSMinterpreterrequest
2. Return it to interpreters@hpsm.org.

Because sign language interpreters are in very high demand, requests should be submitted five to ten days in advance. Details can be found on the Language Assistance Services page.

For more information on LinguaBee, click here: www.linguabee.com. If any issues arise or if you have questions, please reach out to interpreters@hpsm.org.

Thank you,

The Health Plan of San Mateo

LANGUAGE ASSISTANCE SERVICES

Provider Guide to Accessing Non-English Language Interpretation

For questions, email us at interpreters@hpsm.org

Get a Telephonic Interpreter 24/7

Dial Certified Languages International (CLI): **1-800-225-5254**

Information you need:

- Access Code: **64095**
- Language needed
- Provider office name
- HPSM member name
- HPSM member date of birth

Make an Appointment for a Video Interpreter

Go to **hpsm.cli-video.com** and enter code: **64095hpsm**

Information you need:

- Provider clinic name
- HPSM member name
- HPSM member date of birth

Follow prompts and schedule appointment at bottom of "expert selection" screen

In-person Interpreter: For American sign language only

- You must request 5 business days in advance
- Fill out an in-person interpreter request form at: **www.hpsm.org/provider/resources/forms**
- Print and Fax the completed form to HPSM Health Education Department at: **650-616-2165**

Tips for Effective Communication with an Interpreter

- Talk to the patient directly in the first-person (using "I")
- Speak slowly rather than loudly and in shorter segments
- Ask the patient to repeat back important information to make sure it was clear
- Avoid using slang or figures of speech