

May 3, 2022

## Alternative Format Selection For Members With Visual Impairment

Dear providers,

Providers contracted with the Health Plan of San Mateo (HPSM) are required to ensure effective communication with members with visual impairments or other disabilities by providing alternative formats, such as a large text format, printed materials in their language, and more.

HPSM can support providers by offering information or training on effective communication requirements, technical assistance for local alternative format vendors, and how to provide accessible documents and websites to members. HPSM providers can email [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org) for technical assistance, help printing HPSM materials in large print, or more. Providers can also get a translator or request materials in an HPSM member's language by visiting [www.hpsm.org/provider/resources/language-services](http://www.hpsm.org/provider/resources/language-services).

You can read more about supporting members with disabilities in Section 10 of our Provider Manual: [www.hpsm.org/provider/resources/manual/health-education](http://www.hpsm.org/provider/resources/manual/health-education)

Read more about this regulation here:

[www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL-22-002.pdf](http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL-22-002.pdf)

For questions, please contact our Provider Services department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

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