

August 8, 2023

HPSM Dental's Guide to Interpreter Services

Dear provider,

All the Health Plan of San Mateo (HPSM) providers are required to offer linguistically appropriate services to members with limited English proficiency (LEP) or with a hearing impairment. **HPSM offers providers no-cost interpreter services in 230+ languages either in-person or by phone or video call. Dental visits generally require in-person interpreters.**

For in-person interpreters, send us requests at least five business days before.

Step 1: Your patient will request an interpreter when scheduling their visit.

Step 2: Submit a request on our website: <https://bit.ly/HPSMinterpreters>

Step 3: Once your interpreter is confirmed, we will send you an email confirmation.



For phone interpreters, or if you need an interpreter right away, call Certified Languages International (CLI) 24 hours a day, seven days a week.

Step 1: Confirm the patient's preferred language and call CLI at **1-800-225-5254**.

Step 2: Connect to the CLI operator and provide the following:

- Access Code: **64095**
- Your provider type: **dental**
- Language needed
- Your clinic's name
- HPSM patient ID number and date of birth

Step 3: Start the conversation once the CLI operator connects you to the interpreter.



For video interpreters, your office must have access to a smartphone, tablet, or computer with email or texting access and a video camera and microphone. We are providing iPads to contracted provider offices for interpreter service needs. To request an iPad, send an email to interpreters@hpsm.org.

Step 1: Go to hpsm.cli-video.com

Step 2: Have the following information ready:

- Access code: **64095hpsm**
- Your clinic's name
- Patient's name and date of birth

Step 3: Click the video camera icon with the language you need to begin the call.

Questions? Email interpreters@hpsm.org or call **650-616-2165**.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo

