

October 25, 2023

HPSM's Language Assistance Services

All Health Plan of San Mateo (HPSM) providers are required to provide linguistically appropriate services to members with limited English proficiency (LEP). As a result, HPSM offers no-cost phone, video, and in-person interpreter services from professional interpreters who are fluent in more than 230 languages.

At each point of contact, providers must inform members (and/or their medical decision makers) about:

- Their right to access qualified interpreters in all non-English languages, including American Sign Language (ASL), at no cost.
- Their right to not have to provide their own interpreters.
- How to access language assistance services.
- How to file complaints about interpreter services.

When using HPSM's contracted interpreter services vendor, providers are asked to identify their provider type. These include:

- Dental
- Medical
- Therapy (including Physical, Speech and Behavioral)
- Durable Medical Equipment
- Vendor (e.g., Nurse Advice Line, Wider Circle, etc.)

HPSM language assistance services are available by phone 24 hours a day 7 days a week. To get an interpreter, call **1-800-225-5254** and give the operator access code **64095HPSM**. To schedule an in-person interpreter or for more information please visit our website:

<https://www.hpsm.org/provider/resources/language-services>

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

The Health Plan of San Mateo