

April 4, 2024

Accessing Interpreter Services for Members

Dear provider,

All providers contracted with the Health Plan of San Mateo (HPSM) 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. Video or in-person American Sign Language (ASL) interpretation is available as well.

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 ASL, at no cost.
- Their right to not have to provide their own interpreters, such as a family member.
- How to access language assistance services.
- How to file complaints about interpreter services.

Learn more about HPSM’s Interpreter Services resources here:

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

Available On Demand:

<p>Phone Interpreters</p>	<p>Call Certified Languages International (CLI) 1-800-225-5254, available 24 hours a day. Provider access code 64095</p> <p>When using HPSM’s contracted vendor, CLI, for phone interpreters, providers must select one option as their provider type. These include dental, medical, therapy (including physical, speech and behavioral), durable medical equipment, and vendor (e.g. Nurse Advice Line, ECM providers, etc.)</p>
<p>Video Interpreters</p>	<p>Go to https://hpsm.cli-video.com, and use provider access code 64095hpsm.</p>

For In-Person Interpreters

Advance scheduling is required for in-person interpreters. Use the “In-person Request Form” at least five (5) business days before. You can check your in-person interpreter request status at

interpreters@hpsm.org. Access the form here:

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

If you have any questions about phone or video services, please reach out to PSInquiries@hpsm.org.

If you have questions or need to schedule an in-person interpreter, please reach out to

interpreters@hpsm.org or visit our website to submit an interpreter request.

Thank you,

The Health Plan of San Mateo