HPSM Interpreter Services FAQ

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Important Web Links

For Providers:

HPSM's Language Assistance Services for Providers

Language Interpreter Services for Providers

For Members:

Language Interpreter Services for Members

Overview

What are HPSM's Language Assistance Services?

HPSM's Language Assistance Services ensures members can communicate effectively with HPSM by providing access to professional interpreters and translation services. Language Assistance Services are a key aspect of providing equitable care for all. This work is mandated by both Federal and State requirements. California State Law (WIC § 14029.91) explicitly requires 24/7 interpreter services members with limited English proficiency (LEP). Additionally, the Federal government has both civil rights and Medicaid laws that require language access. DHCS incorporates enforcement of these Federal and state laws through the DHCS managed care contract and various All Plan Letters (APLs).

What is the difference between translation and interpretation?

Translation involves **written communication**, and interpretation involves converting **spoken communication**. Interpretation includes the use of American Sign Language (ASL). Different departments are responsible for translation and interpreter services at HPSM.

Interpreter Services

When should providers use HPSM's Interpreter Services?

All HPSM network providers are required to provide linguistically appropriate services to members and their medical decision makers with limited English proficiency (LEP) and who are deaf, deafened, or hard of hearing. At each point of contact, HPSM members must be provided with information on:

- Their right to a qualified interpreter at no cost in all non-English languages, including sign language and how to access those services.
- Their right not to be required to provide their own interpreter.
- Their right not to be required to coordinate interpreter services by conducting additional outreach.
- How to file complaints pertaining to interpreter services (see Member Grievances section).

If providers are unable to provide linguistically appropriate services to a member through their own program or service, HPSM's Interpreter Services Program can assist. As a reminder, **HPSM interpreter services are meant to be used only for HPSM members and/or their medical decision makers.** Vendor utilization is monitored, and education is provided should HPSM interpreter services appear to be utilized incorrectly.

How do members access or learn more about HPSM's interpreter services?

HPSM's providers are responsible for providing care in a language the member understands, **which includes accessing or requesting interpreter services for the member.** HPSM's current interpreter services process requires the provider to access or request services on behalf of the members. This helps make sure the proper information is communicated to our vendors, relieves the burden of requesting services from the member, and ensures the provider is aware that the member requires interpreter services for their care.

Who provides HPSM's interpreter services?

If a provider does not have access to their own interpreters (e.g. smaller clinics who do not have an interpreter services team/department), they can utilize HPSM's interpreter services. HPSM partners with Certified Languages International (CLI) and Avid to provide interpreter services. For interpreter services who are deaf, deafened, or hard of hearing, California provides California Relay Services where specially trained operators can relay phone conversations.

What types of interpreter services are offered by HPSM?

HPSM has three ways to communicate using an interpreter: phone, video, and in-person. **Providers should prioritize using CLI's on-demand phone and video services.** Interpretation is available for interactions with individual members and with groups of members. The following table outlines HPSM's guidance on when to use each type of interpreter services can be used (phone, video, and in-person).

Interpretation Type	Services Available	When to use it
CLI phone interpretation	• On-demand access • Over 200 Languages • Available 24 hours/7 days a week	Should be used **first as the main service** to communicate with members in languages other than English
California relay services (711)	• On-demand access • Available 24 hours/7 days a week	Should be used **first as the main service** to communicate with members who are deaf, deafened, or hard of hearing
CLI video interpretation	• On-demand access OR option to schedule appointments • American Sign Language and Spanish available 24 hours/7 days a week • Available in an additional 20 languages Monday through Friday from 5:00 AM to 7:00 PM	Should be used **as the main service** to communicate with members for in-person or video appointments/meetings needing a sign language interpreter. Can be used instead of CLI phone interpretation depending on the needs of specific clinical encounters as determined by the provider.
Avid in-person or special circumstance video interpretation	• Must submit requests to HPSM Interpreter Services at least 5 business days in advance • Available in over 50 languages	Should only be used **for highly specialized situations.** **Providers** can request services depending on the needs of specific clinical encounters as determined by the provider, such as: • Complex or life-threatening diagnosis news delivery • End-of-life discussions • Group sessions/meetings with multiple unrelated HPSM members

Why can we only use in-person interpreters for certain circumstances?

HPSM provides interpreter services to providers and HPSM members at no cost. While in-person services are available, they are very expensive for HPSM to provide. Phone and video services are the most economical way to provider interpreter services. **Prioritizing phone and video services allows HPSM to sustain these services for our staff, providers, and members.** We thank you for your understanding.

Can I use an AI interpreter?

No, if an interpreter is needed, please utilize your clinic/organizations interpreter services. If you do not have access to your own interpreter services, please utilize HPSM's contracted vendors for phone, video, or in-person interpretation.

What types of forms do I need to complete to use interpreter services?

Providers can access phone and video interpreters on demand. The Online Interpreter Request Form is only for in-person interpreter requests.

Phone Interpreter Services

How do I access a phone interpreter?

To access the service:

- Dial CLI at **800-225-5254**.
- Provide:
    - Provider Access Code: 64095
    - Provider type (Dental, Medical, Therapy (physical/speech/behavioral), DME or Vendor)
    - Language needed
    - Clinic name
    - HPSM member ID
    - HPSM member date of birth
- Begin the conversation once connected
- For an office visit, start a conversation after the CLI operator connects you to an interpreter.
- For telemedicine visits, provide the HPSM member's phone number. After you have briefed the interpreter, dial # to call the HPSM patient at the number you provided to the CLI operator. Start conversation once you are connected to the HPSM member.

What phone numbers show when CLI dials out for our staff during outbound calls?

503-484-2475 (Oregon area code) is the phone number members will see when CLI dials out. If a person calls back from their call history, they get a message letting them know CLI is an interpretation company, and they should check for the voicemail for further details on who called.

What do I do if I am having issues with CLI's automated phone tree?

Say "live agent" to be connected to a live CLI representative.

Video Interpreter Services

How do I access a video interpreter?

Ensure you have Wi-Fi at the office/clinic for online access to the CLI platform. For a telemedicine visit, also ensure HPSM member has internet access to receive telemedicine appointment link.

To access the on-demand services:

- Using either Chrome, Firefox, or Safari web browser, go to CLI platform: **https://hpsm.cli-video.com.**
- Enter access code: 64095hpsm
- Enter the following information:
    - Provider Type
    - Member Full Name
    - Member DOB
    - Clinic Name
    - Language needed
    - Channel
    - Schedule: No
- For telemedicine visits, inform interpreter that you will be inviting your member to the session.
    - Click the "Add Expert" button and enter the patient's email or cell number.
    - Click "Invite" and then "Send Link".
    - When your patient clicks on the link you sent, and your patient allows access to video and microphone on their device, they will be connected to the session.
- When the appointment is done, click the red "End Call" button in the upper-right corner of the screen.

To **schedule an appointment** for services:

- Follow the steps above to access the platform
    - Using either Chrome, Firefox, or Safari web browser, go to CLI platform: **https://hpsm.cli-video.com.**
    - Enter access code: 64095hpsm
- For the **Schedule**, select 'Yes'
- Select the grey 'Schedule' button
- Fill out the following information
    - Email address – your email address to send appointment confirmation to
    - Phone number
    - Language
    - Schedule Date & Time
    - Expected Duration
    - Channel
    - Special Instructions
- Select the grey 'Schedule' button
- You will receive an email with a reference number and link for you to click at your scheduled appointment time. Or you can scroll to the bottom of the expert selection screen, click the "Go to an appointment" button and enter your reference number.

Can I use our clinic's/office's own computers, laptops, smart-phones, or tablets for video interpreter services?

Yes, you can use your computers, laptops, smart-phones, or tablets to access CLI's online portal, MERFi, for video services. MERFi does not require any software installation or local storage, and uses key security features to ensure the connection is private. Please see CLI's website for the most up-to-date information.

Device	**Operating System**	**Google Chrome**	**Apple Safari**
PC running Windows	Windows 10	✓ (83 & above)	
Apple iMac, MacBook & MacBook Pro	Mac OS X 10.14 & newer	✓ (83 & above)	✓ (13.1.1 & above)

Android smartphones & tablets	Android 8 & newer	✓ (85 & above)	
iOS iPhones & iPads	iOS 13.6 & newer		✓

What do I do if I am having trouble connecting to a video interpreter?

MERFi has specific bandwidth requirements for utilizing the browser-based platform. Please see CLI's website for the most up-to-date information. Providers can contact CLI's Support Team at 877-294-9874 to troubleshoot the issue in real time. If you continue to have issues, please reach out to HPSM's Provider Services (see the Support and Contact section).

Memory (RAM)	4 GB
Bandwidth	500 kbps down / 800 kbps up for 2-party video calls; 1000 kbps down / 1600 kbps up for 3-party video calls; 1500 kbps down / 2400 kbps up for 4-party video calls
Firewall Ports	TCP 443, 17990, 17992, 1025-2048, 5060-5061; UDP 443, 50000-65535
HD Resolution	Graphics capabilities that support HD resolution on one or more displays

In-Person Interpreter Services

How do I access an in-person interpreter?

Avid's in-person interpreters can be requested for the following types of appointments/meetings:

- Complex or life-threatening diagnosis news delivery
- End-of-life discussions
- Group sessions/meetings with multiple unrelated HPSM members

If the appointment does not meet the criteria, please utilize the CLI's phone or video interpreter services.

All in-person spoken language or sign language interpreter services should be scheduled through HPSM **at least five days in advance.** To schedule an in-person interpreter:

- Complete the Online Interpreter Request Form.
    - If you are submitting a request for a **recurring appointment,** please be sure to include the following information in the "Please describe the purpose of the visit:" section:
        - The day and time of the appointments
        - The end date for the appointment
        - Any days the recurring appointment will not occur (e.g. holidays)
        - Example of a request: *Recurring appointment starting on 09/10/26 for Thursday at 2:30 PM with an end date of 12/05/26. No appointment on 11/26/26 due to holiday.*
- You will receive an encrypted email confirmation from the HPSM Interpreter Services team (interpreters@hpsm.org) once your request is scheduled.
- Note: you may receive secure emails from the HPSM Interpreter Services team if there are questions regarding the request.

Best Practices for Working with Interpreters

How do you best communicate with a member that has an interpretation need?

- Remind the member of their rights to an interpreter
- Remind the member that there is no cost to them for using an interpreter
- Always confirm the member's spoken language first
    - Review the member's spoken language choice in their HEALTHsuite record before reaching out
- Use interpreters to support clear, equitable communication
- Qualified interpreters should be used rather than using a family member or friend for interpretation

How can I communicate effectively through an interpreter?

- Confirm the interpreter is ready to begin at the start of the conversation
- Speak clearly, slowly, and in short segments
- Use simple language (avoid slang or idioms)
- Speak directly to the member (use "I")

- Confirm understanding by asking the member to repeat key information
- Encourage clarification if needed

Is interpretation confidential?

Yes. All CLI and Avid interpreters are sworn to confidentiality, and it is appropriate to share necessary member information during the interaction.

Support and Contact

Who do I contact if I have questions?

Please contact Provider Services if you have any questions.

Provider Services

Toll free: **1-833-694-7761** Local: **650-616-2106**

Fax: **650-616-8046**

Email: **PSInquiries@hpsm.org**

What do I do if I am having issues or want to submit a complaint about HPSM's interpreter services?

Please reach out to Provider Services with details of the issue or complaint. Please include the following information:

Member Name and HSN ID:

Interpreter Name and ID:

Language Used:

Time and Date of Call:

Type of Issue: [Connection issue, interpreter issue]

Persistence of Issue: [Recurring, new, etc.]

Issue Description: