



801 Gateway Boulevard, Suite 100
South San Francisco, CA 94080

Phone: 650-616-0050
Fax: 650-616-0060

Provider Language Assistance Checklist

This checklist is designed to help you and your clinic provide culturally and linguistically appropriate care to your patients in compliance with state and federal regulations. If you have any questions or need assistance meeting these requirements, please email interpreters@hpsm.org.

- To schedule an appointment with an interpreter, follow the directions on our website at www.hpsm.org/provider/resources/language-services
- Document the language capabilities of providers and staff in your clinic:
 - Documentation that demonstrates proficiency in another language
 - Language capability self-assessment
 - Qualification and number of years worked as a certified interpreter, if applicable
- Report changes in staff members' bilingual capabilities to HPSM through the Provider Directory Information Verification Change form at <https://providers.hpsm.org/ChangeRequestProvider/> (provided to you quarterly)
- Document your patients' language preference
 - You must not require or suggest to a patient with limited English proficiency that they provide their own interpreter
 - If a member declines the use of interpreter services after being notified of his or her right to have a qualified interpreter at no cost, document this in the patient's medical record
 - Document the patient's primary language in their medical record
 - Document request/refusals of interpreter services in the patient's medical record
- Provide materials in other languages and formats
 - HPSM offers a language selection pointing tool, the right to an interpreter poster in 15 languages and more
 - HPSM materials are available in English, Spanish, Chinese and Tagalog
 - For members with visual impairments, we provide materials in other formats
 - Large print 18-point font (for all threshold languages)
 - Audio
 - Braille
 - You can find translated materials at www.hpsm.org/provider/resources/language-services/get-translated-member-materials
- Have complaint forms available for patients at your clinic

- Complaint forms are available in HPSM threshold languages at www.hpsm.org/member/file-a-complaint

Make sure all office staff take the Cultural Competency Training

- Information about training is available at www.hpsm.org/provider/resources/language-services/language-training-resources

If your clinic doesn't have interpreter services available for members, HPSM provides interpreter services at no cost for over 230 spoken and sign languages

- Information on interpreter services and additional resources is available at www.hpsm.org/provider/resources/language-services
- Write to interpreters@hpsm.org with any questions