

# PROVIDER LANGUAGE ASSISTANCE CHECKLIST

To schedule an appointment with an interpreter, follow the directions on our website here:

**<https://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 member's bilingual capabilities to HPSM through the Provider Directory Information Verification Change form provided to you quarterly.
- ☐ Document member's language preference
  - You must not require or suggest to 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 primary language in the member's medical record.
  - Document request/refusals of interpreter services in 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 pt. font (All threshold Languages)
    - Audio
    - Braille
  - You can find translated materials here: **<https://www.hpsm.org/provider/resources/language-services/get-translated-member-materials>**
- ☐ Have complaint forms available to members at your clinic
  - Complaint forms are available in HPSM threshold languages on the Member Problem's and Complaints web page on **[hpsm.org](https://www.hpsm.org)**.
- ☐ Make sure all office staff takes the Cultural Competency Training
  - Information about training on the HPSM website here:  
**<https://www.hpsm.org/provider/resources/language-services/language-training-resources>**
  - You can also contact HPSM's interpreter services department at **[interpreters@hpsm.org](mailto:interpreters@hpsm.org)**.

If your clinic doesn't have interpreter services available for members, **HPSM provides free phone and video interpreter services for over 200 spoken and sign languages.**