

Language Assistance (Cultural and Linguistic Services)

The Health Plan of San Mateo (HPSM) is committed to delivering culturally and linguistically appropriate services (CLAS) to all eligible members with limited English proficiency (LEP) or sensory impairment. Understanding these requirements will help you meet federal and state requirements and provide quality care to our members.

Provider Responsibilities

HPSM's Cultural and Linguistic Services comply with Title IV of the Civil Rights Act of 1964 that states, any agency, program or activity that receives funding from federal government may not discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age, marital status, health status, disabilities, and regardless of gender, sexual orientation or gender identity.

HPSM requires its contracted providers to provide culturally and linguistically appropriate services to our members. Below is information on what you are required to do and ways HPSM can assist you in delivering culturally and linguistically appropriate health care services to our diverse membership.

Provider Network Linguistic Capabilities

HPSM providers are required to have a system in place to identify language proficiency of providers and office staff that are bilingual and regularly communicate with members in another language other than English. HPSM documents the language capabilities of providers and staff in the HPSM Provider directory.

Information to be kept on file may include, but are not limited to:

- Documentation that demonstrate proficiency in another language
- Language capability self-assessment
- Qualification and number of years worked as an interpreter

It is important that you communicate to HPSM language proficiency changes of your office staff providing bilingual services through the credentialing process, facility site review process, and annual updates. Informing HPSM of language capabilities changes of your office staff helps update and make changes to the HPSM Provider directory which is distributed to members and available in the [Members Documents and Resources](#) web page on hpsm.org.

Employee Language Skills Self-Assessment

The ICE Employee Language Skills Self-Assessment Tool is a resource to assist you in identifying language skills. The form helps determine the level of fluency of language skills in the following areas: speaking, reading and writing. Complete the enclosed survey and document each staff member's bilingual capabilities.

Free Interpreting Services

HPSM offers three types of interpreting services to help you communicate effectively with your limited-English speaking patients. Telephonic, In-person as well as American Sign Language services are free and are meant to improve the quality of care provided to our members.

Telephone Interpreters (24 hours a day 7 days a week)

Steps to request an interpreter for a HPSM member:

1. Dial Certified Languages International (CLI) at **1-800-225-5254**.
2. Provide the CLI operator with the following information:
 - Access Code: 64095
 - Language needed
 - Provider Office Name
 - HPSM Member Name
 - HPSM Member Date of Birth

In-person & Sign Language Services (requires 5-days advance notice)

1. Complete the In-person or Sign Language Request Form
Download the form from the [Language & Interpreter Services](https://www.hpsm.org) web page on [hpsm.org](https://www.hpsm.org)
2. Fax the completed request form to the HPSM Quality Department at **650-616-8335**.

For questions related to the Request Form, contact Leticia Mora at **650-616-2880**.

You will need the following information about the member to schedule an interpreter:

- Member name
- Member ID number
- Information about the member's appointment

Documenting Language Preference

As a contracted HPSM provider, you are responsible for the documentation of patient's language services/needs as follows.

- You must not require or suggest to LEP patient that they provide their own interpreter. If a patient insist on using a family member, friend or minor as an interpreter or refuses 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, if other than English in the member's medical record.
- Document request/refusals of interpreter services in medical record.
- HPSM has chart stickers that are used to document patient's language needs and placed in patient's medical chart.

Material in Other Languages

HPSM provides written materials in the language the member prefers at no cost. Our materials are available in HPSM's four threshold languages-English, Spanish, Chinese, and Tagalog.

Material in Alternative Formats

We make member and enrollee information available to the visually impaired in alternate formats upon request, at no cost. Materials in other formats include:

- Large print-18 pt. font (All threshold Languages)
- Audio
- Braille

Complaints and Grievances

Members have the right to file a complaint or appeal if they feel their language needs have not been met. Provider offices are required to have complaint forms available to members.

Complaint forms are available in HPSM threshold languages on the [Member Problem's and Complaints](#) web page on hpsm.org.

Cultural Competency Training

Providers and office staff are required to complete cultural competency training. Information about available training is made available at the HPSM website or by contacting HPSM Health Education Line at **650-616-2165**. Additional Resources are available on the [Language & Interpreter Services](#) web page on hpsm.org.

- Language Identification Board
- ICE-Employment Self-Assessment tool
- In-person Interpreter request form
- Point Chart-Signage to assist you identify a patient's preferred language
- Tips for working with Diverse Patients
- Tip for working with Interpreters
- Multilingual office poster-to promote phone interpreter services

For more information about these services or resources call HPSM Health Education Line: **650-616-2165**.