

HPSM Interpreter Services

Telephonic and video interpreter services are available to HPSM network providers to use with members with Limited English Proficiency (LEP) and members who require sign language. All services are free of charge to network providers. **During the COVID pandemic, in-person interpreters are available only for American Sign Language by appointment.** Video sign language interpreters are also available by appointment, as noted below.

- In-Person American Sign Language (ASL) Interpreter by appointment
- Video Interpreters (includes ASL) for office/clinic and telemedicine visit, by appointment
- On Demand Phone Interpreters for office/clinic and telemedicine visit
- On Demand Video Interpreters (includes ASL) for office/clinic and telemedicine visit (Training video available at <https://vimeo.com/358365468> Password: clivri)

Sign Language: How to Request In-Person

1. Complete the [Request for Sign Language Interpreter form](#).
2. Submit request to HPSM at **least 5 business days prior to appointment date** for guaranteed service.
3. Submit to HPSM Quality Department via email or fax.
4. HPSM staff will contact provider to confirm assigned interpreter.
5. Cancellations are required at least 48 hours prior to appointment.

How to Use Phone Interpreter for Office/Clinic and Telemedicine Visit

1. Call Certified Language Interpreters (CLI): **1-800-225-5254**
2. CLI operator will prompt you for the following:
 - a. **provider access code: 64095**
 - b. language needed
 - c. provider name
 - d. HPSM member ID and date of birth
3. **For telemedicine visit**, provide HPSM patient phone number. CLI operator will call member.

How to Access Video Interpreter for Office/Clinic and Telemedicine Visit

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

1. Request secure access code for CLI platform by emailing interpreters@hpsm.org.
2. Using either Chrome, Firefox, or Safari web browser, go to CLI platform: <https://hpsm.cli-video.com>
3. Follow prompts for access code, clinic/provider name, HPSM patient's full name and date of birth
4. Select language
5. Wait for interpreter to appear on the screen
6. For telemedicine visit, inform interpreter that you will be inviting your patient to the session
 - Click the button with the outline of a person and a + sign to send link to HPSM patient via text or email. HPSM patient needs to click the link to join the video call

Request for Sign Language Interpreter by Appointment

Email or fax this form to HPSM's Quality Department at least 5 business days prior to the date of appointment.

Check box to confirm:

In-Person Interpreter for American Sign Language (ASL)

Member Name:

Date of Birth:

HPSM ID:

Appointment Date:

Time:

Name of Provider:

Address of Provider:

Name of Contact at Appointment Site:

Contact Phone:

Contact Email Address:

Brief Description of Visit:

Name of Person Requesting Interpreter:

Phone:

Date Submitted:

HPSM Quality Department

✉ Email: interpreters@hpsm.org

☎ Fax: **650-616-8235**

For questions, call 650-616-2165

HPSM Plan:

CareAdvantage

ACE Program

HealthWorx

Medi-Cal

Duration:

Provider Phone: