

November 17, 2021

Interpreting Requirements for HPSM Providers

Dear providers,

Providers are required to provide certified medical interpreting services for the Health Plan of San Mateo (HPSM) members.

Learn more about HPSM's language assistance services available to providers for our members:

1. Visit our webpage, which has information on how to access telephonic, video, and in-person services: www.hpsm.org/provider/resources/language-services
2. Watch our tutorial video on how to use HPSM's language interpreting services: www.hpsm.org/videos/default-source/provider-education/las-at-hpsm.mp4

To help our members find providers with office staff who speak their preferred language, it is important that you keep your HPSM Provider Directory information up to date. Please go to this link: providers.hpsm.org/ChangeRequestProvider/ and enter your NPI number to view the information HPSM has on file for your Provider Directory listing, and edit any information that has changed or is missing. In this form, you will be asked to make note of staff who are certified medical interpreters, what languages they are certified to interpret, and more.

Have questions on any of these resources, or want help becoming a certified language interpreter? Please contact Mykaila Shannon at interpreters@hpsm.org.

Thank you for your continued commitment to our community,
The Health Plan of San Mateo