

February 23, 2023

What Dental Providers Should Know About Interpreter Services

*HPSM language assistance services are available by phone 24 hours a day, seven days a week. To get an interpreter, call **1-800-225-5254** and give the operator access code **64095**.*

The Health Plan of San Mateo (HPSM) offers no-cost phone, video and (in certain circumstances) in-person language assistance services from professional interpreters who are fluent in more than 230 languages for our members.

All contracted HPSM providers (including dental providers) are required to provide linguistically appropriate services to members with limited English proficiency (LEP) or hearing impairment.

At each point of contact, providers must inform these members (and/or their medical decision makers) about:

- Their right to access qualified interpreters in all non-English languages, including American Sign Language (ASL), at no cost.
- Their right to not have to provide their own interpreters.
- How to access language assistance services.
- How to file complaints about interpreter services.

Learn more about language assistance services at <https://www.hpsm.org/provider-las>. Please direct any questions to HPSM's Provider Services department at PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,

HPSM Provider Services

