

February 12, 2024

Knowing Your Interpreter Services Provider Type

Dear provider,

The Health Plan of San Mateo (HPSM) has added a prompt to its online, on-demand interpreter services platform for providers to identify their provider type. We have added this drop-down list to help us better understand which types of providers are utilizing our on-demand interpreter services and better assess the language capabilities of our provider network.

Provider types include:

- Dental.
- Medical.
- Therapy (including physical/speech/behavioral).
- DME.
- Vendor.

To access HPSM's interpreter services, please visit:

<https://www.hpsm.org/provider/resources/language-services>

As a reminder, in-person services for spoken language needs are available again for the first time since the COVID-19 pandemic. You can access the spoken languages interpreter request form on our website. To be approved for in-person services for spoken languages, two out three criteria below must be true:

- Appointments over an hour.
- Sensitive topics (at the discretion of the member and provider).
- Patient preference.

As a provider, you are required to offer members interpreter services at every point of contact in their preferred language. Using these services will help you provide culturally and linguistically appropriate care to HPSM's members with limited English proficiency or sensory impairment while meeting regulatory requirements.

As a reminder, HPSM's interpreter services should be offered to HPSM members only.

If you are not sure what your provider type is, please reach out to Provider Services at PSInquiries@hpsm.org. For all other questions regarding interpreter services, please contact interpreters@hpsm.org.

Thank you,
The Health Plan of San Mateo