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Language Interpreter Services Vendor Connection Issues

Dear providers,

This morning, it was brought to our attention that when providers call Certified Languages International (CLI), the Health Plan of San Mateo's (HPSM's) vendor for interpreter services, they are getting a busy line. CLI is aware of this issue and is working on a solution. It appears that the 800 numbers are affected.

If you need to access interpreter services, please use the backup number 503-484-2425. All other instructions for accessing language assistance services remain the same.

If you run into any other issues, please reach out to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,
The Health Plan of San Mateo