

October 9, 2024

## Helping HPSM Members In Any Language

In HPSM’s recent population needs assessment, data on language preference shows that 42% of our Medi-Cal members’ preferred language is Spanish. That’s nearly half of all HPSM members.

Languages spoken by 96% of HPSM’s Medi-Cal population include English, Spanish, Chinese (including both Mandarin and Cantonese) and Tagalog. There has been an increase in Arabic and Russian speaking members, but these languages remain as non-threshold languages.

HPSM January 2024 Enrollment Data by Language:

| Language                       | Count          | % of Membership |
|--------------------------------|----------------|-----------------|
| <b>Threshold Languages</b>     | <b>132,436</b> | <b>96%</b>      |
| English                        | 68430          | 50%             |
| Spanish                        | 58158          | 42%             |
| Chinese (Mandarin/Cantonese)   | 4342           | 3%              |
| Tagalog                        | 1506           | 1%              |
| <b>Non-threshold Languages</b> | <b>5,266</b>   | <b>4%</b>       |
| Portuguese                     | 1319           | 1%              |
| Russian                        | 980            | 0.70%           |
| Other/Unknown                  | 903            | 0.66%           |
| Arabic                         | 800            | 0.58%           |
| Vietnamese                     | 340            | 0.25%           |
| Turkish                        | 279            | 0.20%           |
| Farsi                          | 265            | 0.19%           |
| <200 in Category               | 380            | 0.28%           |
| <b>Grand Total</b>             | <b>137,702</b> | <b>100%</b>     |

**All contracted Health Plan of San Mateo (HPSM) providers are required to provide linguistically appropriate services to members with limited English proficiency (LEP) or hearing impairment.**

Here are three things you can do to support HPSM members in any language:

|   |   |
|---|---|
| <p><b>1</b></p> <p><b>Access HPSM’s language assistance services for free</b></p>       | <p>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. HPSM’s 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.</p> |
| <p><b>2</b></p> <p><b>Access member language preferences in the provider portal</b></p> | <p>HPSM’s provider portal records each member’s language preferences. To access this information, log in to the provider portal, select Office Management, then select Eligibility, then enter member info.</p> <p>Access the provider portal here: <a href="https://www.hpsm.org/provider-portal-login">https://www.hpsm.org/provider-portal-login</a></p>                               |
| <p><b>3</b></p> <p><b>Find other language assistance services resources</b></p>         | <p>Review language assistance services information, including training and resources, on our webpage. For providers: <a href="https://www.hpsm.org/provider/resources/language-services">https://www.hpsm.org/provider/resources/language-services</a></p> <p>For members: <a href="https://www.hpsm.org/member/language-services">https://www.hpsm.org/member/language-services</a></p>  |

Reminder: 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.

For any questions related to our population needs assessment, please contact our Population Health team at [populationhealth@hpsm.org](mailto:populationhealth@hpsm.org).

Learn more about language assistance services at <https://www.hpsm.org/provider-las>.

Please direct any other questions to HPSM's Provider Services department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,

The Health Plan of San Mateo