

HPSM Provider Notice

Date: July 24, 2018
To: HPSM Contracted Providers
Subject: Interpreter Services

Health Plan of San Mateo (HPSM) provides 24 hour access to interpreter services for members whose primary language is not English. In addition to telephone interpreters, access to sign language interpreters is also available. Below are instructions on how to request an interpreter for an HPSM member:

1. Dial Certified Languages International (CLI) at 1-800-225-5254.
2. Provide the CLI operator with the following information:
 - Access Code: 64095
 - Language needed
 - Provider Office Name
 - HPSM Member Name
 - HPSM Member Date of Birth

In-Person & Sign Language (requires 5-days advanced notice)

Criteria for using an in-person/sign language interpreter:

- Sign Language for the deaf or hard of hearing
- End of life issues
- Sexual assault/abuse issues or other sensitive issues
- Complex courses of therapy or procedures, including life-threatening diagnosis (Ex: cancer, chemotherapy, transplants, etc.)
- Other condition by exceptions as determined by the Medical Director

1. Complete the In-person or Sign Language Request Form.
 - Download form at https://www.hpsm.org/interpreter_request_form.pdf
2. Fax the completed request form to the HPSM Quality Department at 650-616-8335.

You will need the following information about the member to schedule an interpreter:

- Member name
- Member ID number
- Information about the member's appointment

If you have other questions about HPSM's interpreter services, contact: **Karen Licavoli at 650-616-2893.**

Thank you for your continued support to HPSM and our members.