



A PROVIDER'S GUIDE TO USING HPSM'S LANGUAGE ASSISTANCE SERVICES

GET A PHONE INTERPRETER 24/7

Call Certified Languages International (CLI) at **1-800-225-5254** and provide them with the:

- Access code: **64095**
- Language needed
- Provider's office name
- Provider type (dental, medical, therapy, DME or vendor)
- HPSM member's name
- HPSM member's date of birth

SCHEDULE A VIDEO INTERPRETER

Go to www.hpsm.cli-video.com and enter the:

- Access code: **64095hpsm**
- Provider's office name
- HPSM member's name
- HPSM member's date of birth

Follow the prompts and schedule an appointment at the bottom of the "expert selection" screen

GET AN IN-PERSON INTERPRETER

FOR SIGN LANGUAGE AND SPOKEN LANGUAGE

Go to www.hpsm.org/provider/forms and fill out an In-Person Interpreter Request Form, then print and fax it to HPSM's Health Education Department at **650-616-2165**

Requests must be submitted at least five business days in advance

TIPS FOR WORKING WITH INTERPRETERS

- Speak to the patient directly in the first-person (using "I" and "you")
- Speak slowly (rather than loudly) in short sentences
- Ask the patient to repeat back important information to make sure they understood it
- Avoid slang and figures of speech

For more information visit www.hpsm.org/provider/las or email interpreters@hpsm.org.