



Improve your Health Plan patient's health outcomes with access to qualified interpreter services

The Cultural and Linguistics Service department of Health Plan of San Joaquin/Mountain Valley Health Plan ("Health Plan") would like to ensure you have qualified interpreter services for patients with limited English proficiency (LEP) and the Deaf and Hard of Hearing, to support improved patient outcomes and to comply with federal and state regulations.



Onsite Interpreter Scheduling: Fill out our online interpreter request form under www.hpsj.com/customer-service **at least 5 business days** prior to the appointment date for spoken language interpreting, **10 days** prior for ASL interpreting. Alternatively, you can call Customer Service directly at **1-888-936-7526** to make your request.



Video Remote Interpreting (VRI) Implementation: Let us help your practice implement qualified Video Remote Interpreting (VRI) services, which offer interpreters on-demand in a variety of languages. Health Plan has already successfully implemented VRI for several provider entities and is ready to roll out VRI for you! We will take care of the cost of VRI implementation and ongoing services to Health Plan members at your practice. Please reach out to our C&L team at CLServices@hpsj.com, and we'll gladly set up a call to discuss your language access needs.



Over-the-Phone Interpreting (OPI) Access: All network providers have access to a **Health-Plan-provided, over-the-phone, on-demand interpreting service line** for use with Health Plan members, or a practice-specific phone line for the same service. If you're unsure of which approach is the most appropriate for your practice, please send an email to the C&L team at CLServices@hpsj.com.

Health Plan also offers written translation and alternative formats for member-informing materials. If you'd like to learn more about any of these services, please contact your Provider Services Representative, or call our Customer Service Department at 1-888-936-PLAN (7526). You may also visit www.hpsj.com/alerts for online access to the documents shared.

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