

Health Plan
of San Joaquin



Mountain Valley
Health Plan

Cultural & Linguistic Services

Provider Training



Presenter Name(s)

February 12, 2026

Agenda Items



Why C&L Services Are So Important



Best Practices



Types of C&L Services



Translation & Other Services



Different Services & Making Requests



Key Takeaways



Importance of C&L Services



Equality

vs

Equity



Why is *Qualified* Medical Interpreting So Important?



Equitable Access

- Specialized training, including medical terms
- Unique set of skills
- Professional impartiality



Improve Relationships

- Ensures appropriate communication between members and providers
- Bilingual/bicultural awareness
- Positive relationships improve health outcomes



Avoid Lawsuits

- Bound by code of ethics
- Interprets everything without bias
- Privacy and confidentiality



Document participation or refusal of interpreting services as well as interpreter details each time.





Types of C&L Services





Interpreting = **(Verbal/Sign)** Language to **(Verbal/Sign)** Language. Three **modalities**:

- a) Onsite (In Person)
- b) Telephonic/Over the Phone Interpreting (OPI)
- c) Video Remote Interpreting (VRI)



Translation = **Written** Language to **Written** Language (Documents)



Alternative Format Selection (AFS)

- a) Large Font (most common)
- b) Audio
- c) Electronic
- d) Braille



3 Modalities of Interpreting



Onsite

Deaf/Hard of Hearing Patients (HH) or situations where it would be impractical to use a phone or VRI device (i.e., physical therapy).
Longer encounters.



Video Remote Interpreting (VRI)

15- to 45-min. encounters, a secondary option for Deaf/HH patients, or encounters where facial expression, body language, and visual cues are essential (i.e., behavioral health).



Over the Phone (OPI)

Encounters that are quick follow-ups/check-ups (5-30 mins) and when a spoken language is needed.



Interpreter services are available 24/7/365





Different Services & Making Requests



“I need an interpreter for my appointment.”



Health Plan 
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 Mountain Valley
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Dwight K. Schrute

ID#: 200100300

Plan: **MEDI-CAL**

Office	\$0
ER/Urgent	\$0/\$0
Hospital	\$0
Rx	\$0/\$0

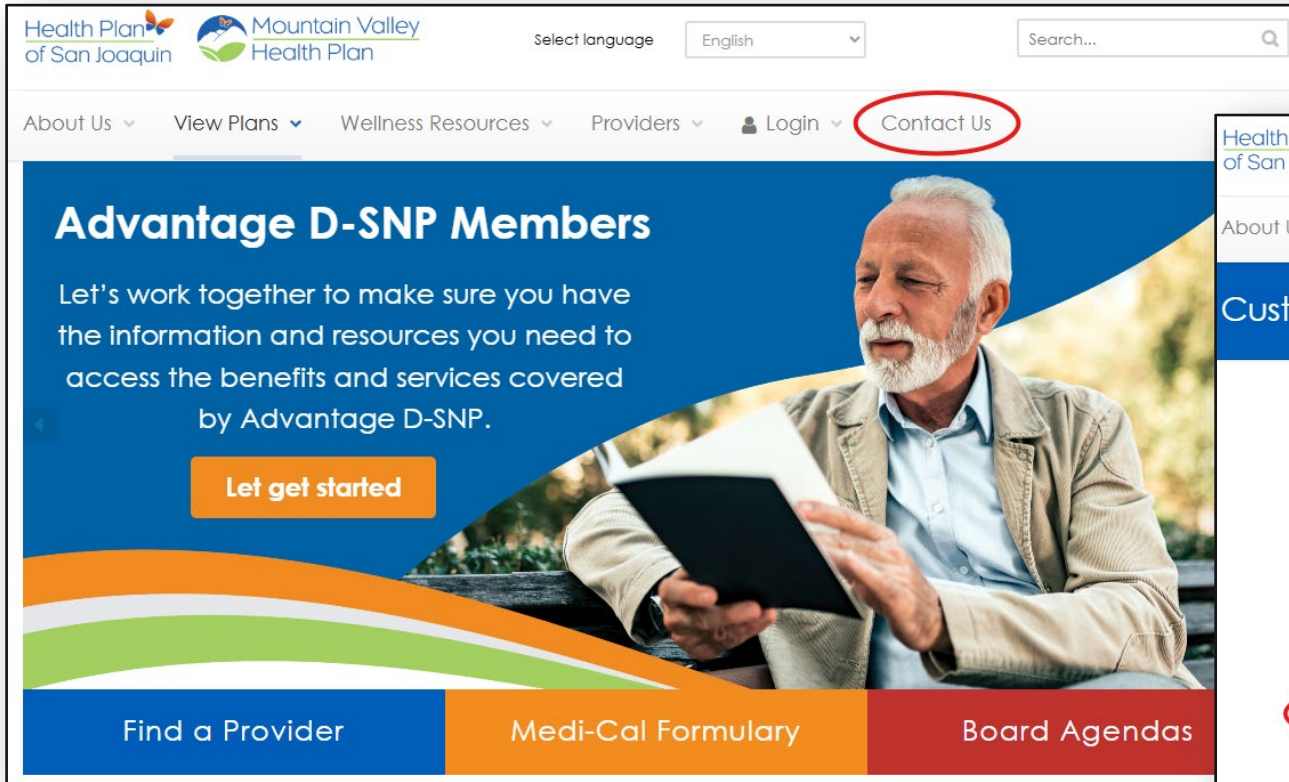
24/7 Nurse Line #: 1-800-655-8294

This card is for identification only and does not guarantee eligibility or payment for services. Providers: Verify member's PCP assignment and eligibility.

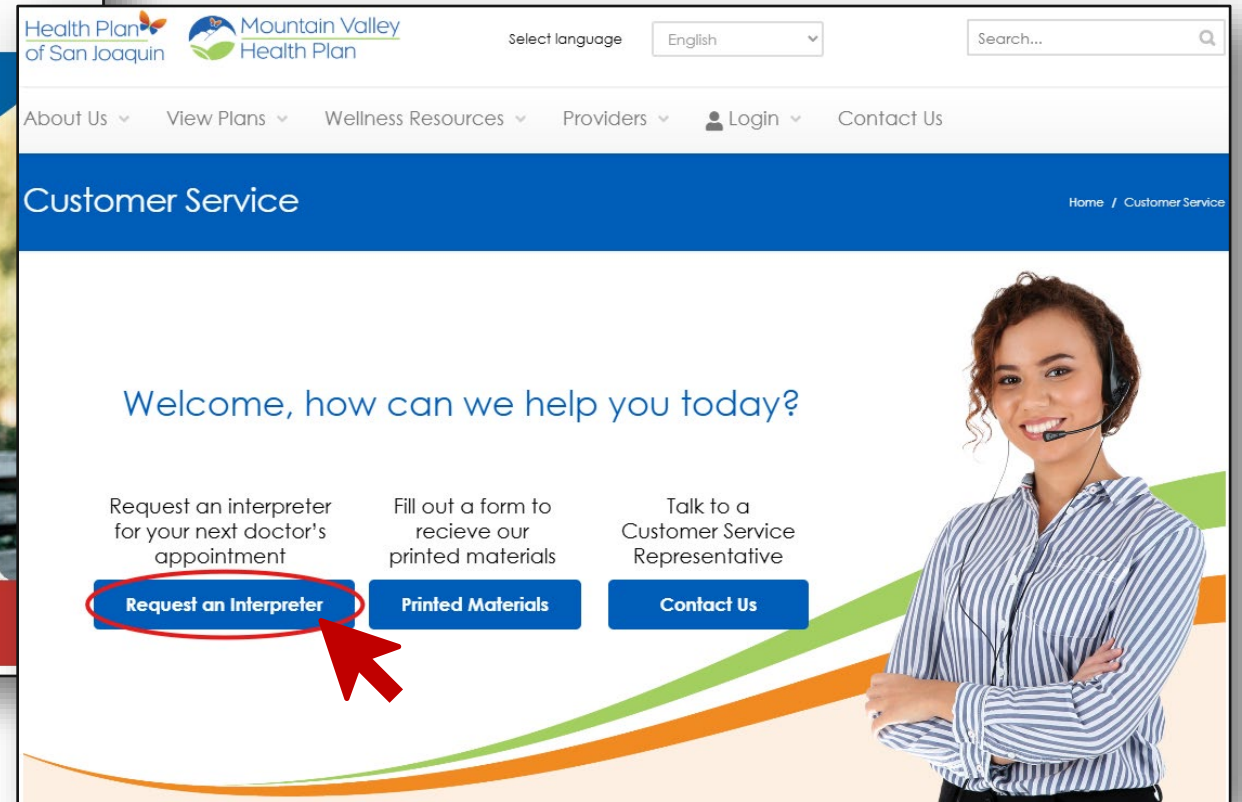
Option #1:  www.hpsj.com



1. HPSJ-MVHP Homepage → “Contact Us”



2. “Request an Interpreter”



HPSJ-MVHP Homepage > Contact Us > Customer Service > Request an Interpreter



Online Interpreter Request Form

Get help in your language! An interpreter is a person who tells you what is being said by your doctor, but in your language. This person then tells the doctor what you said in your language. We can provide you with an interpreter (translation assistance) who can speak your language or knows sign language. This help is free for you, 24-hours a day, seven days a week.

Are you a Health Plan member?

Yes



Health Plan is here to help you! Scroll down, fill out the form below, and click submit. A Customer Service Representative will contact you by email to confirm your appointment.

1

Member Information

First and Last Name*

Phone Number*

Email



Address*

City*

Zip Code*

2

Appointment Information

Name of Doctor or Practice*

Name and Direct Number of Reachable Staff

Address*

City*

Zip Code*

Please Note: The request for an interpreter should be made 5 days before your appointment date. Farsi and sign language interpretation requests should be made 10 business days before the appointment date.

Language Needed*

Select An Option

Other Language

Do you have a preference in gender for the interpreter you will be provided?

Gender Preference

Select An Option

Appointment information

Date of your Appointment *

Time of your Appointment *

AM

How long will you need an interpreter for?

Select An Option

Submit Form Now



Option #2



Alternatively, call Customer Service at
1-888-936-7526.

Hold times may vary depending on call volume.

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This card is for identification only and does not guarantee eligibility or payment for services. Providers: Verify member's PCP assignment and eligibility.

Members:

Some of your care may need approval. Please look in your Evidence of Coverage or call us. If you have a medical emergency, call 911 or go to the nearest hospital. You do not need to get an approval ahead of time for your emergency care and services are at no cost to you.

Customer Service: 1-888-936-PLAN (7526), TTY 711

Mental Health Services: 888-581-PLAN (7526)
Routine Vision Care: 888-321-PLAN (7526)
Medi-Cal RX Customer Service Center: 800-977-2273

Providers:
Authorization, Benefits and Eligibility: (209) 942-6320

Mail Claims To:
Health Plan of San Joaquin/Mountain Valley Health Plan
Paper Processing Facility
P.O. Box 211395
Eagan, MN 55121-2195

www.hpsj-mvhp.org

Information to Have Ready for Your Request

Provider

- Requestor Name/Title
- Reachable Number/
Extension
- Provider Name/Specialty

Member

- Member Name
- ID Number
- DOB
- Telephone Number
- If Request is for a Minor,
Name of Parent or
Guardian
- Relationship to
Recipient

Encounter

- Encounter Date/Time
- Encounter Duration
- Language(s) Needed
- Interpreter Gender
Preferred (if any)
- Clinic/Venue Name
- Location Address
- Suite Number/Floor
- Virtual or Onsite

Arrival Details

- Parking Situation
- Check-In Details
- Contact Person Name
and Title
- Contact Person
Reachable Phone
Number



Onsite Interpreter Request Process

Request is Received by CS (5-10+ Business Days)

- **Request is received by Customer Service 5-10+** business days prior to the encounter date. All relevant encounter and member details should be provided for processing.
- **For American Sign Language:** 10+ business days is recommended.

Request is Sent to Vendor

- Customer Service Department sends these details to our Vendor, who will schedule the interpreter.

Interpreter(s) Are Confirmed

- Customer Service and Vendor call provider to confirm encounter details. If there are any changes, please confirm during this time.



Using Over the Phone Interpreting (OPI) Services

To utilize OPI Services, contact:

- Your Provider Services Representative (PSR)
- OR, if you're not sure who your PSR is,** email Provider Services to get your specific calling instructions for ongoing use:
- **Provider Services** at ProviderServices@hpsj.com

Required information when making OPI calls:

- Organization
- Department
- Caller Name
- Member ID Number



Video Remote Interpreting (VRI) Services

Available on demand to providers with existing devices.

If your practice does not yet have existing devices, and you would like to learn more, please contact the Cultural & Linguistic Services team at ProviderServices@hpsj.com



Using VRI Services



40+ languages on demand



HIPAA secure

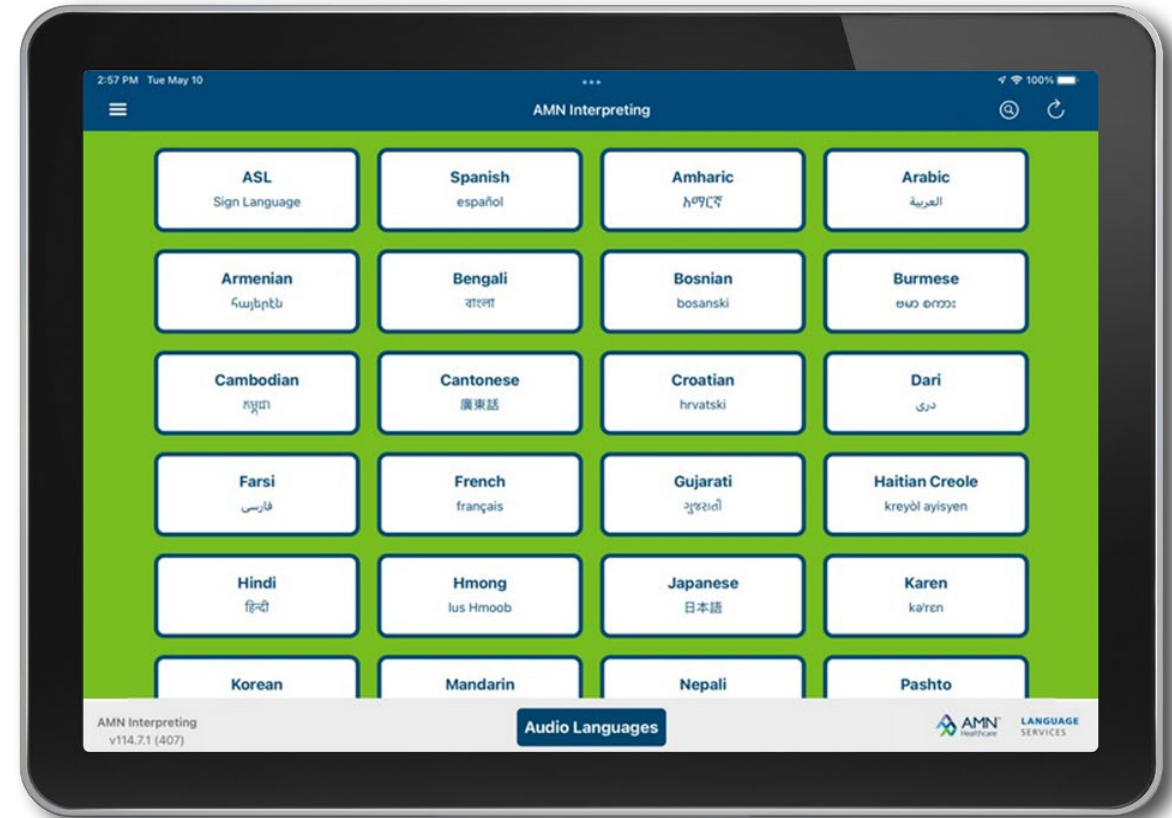


No additional cost for Health Plan members



Qualified professional interpreters

For step-by-step instructions:
<https://vimeo.com/518203154>



Remember...



What to Document for All Modalities:

- Interpreter ID/Name/Agency
- Any quality issues
- Member refusal of interpreter



For Video Remote Interpreting (VRI):

- Provide the same call intake info as for Over the Phone Interpreting (OPI):
 - Organization, Department, Caller Name, and Member ID Number
- Proper spacing is essential, especially for ASL
- Both the interpreter and the member using the service should be visible from the waist up
- Fill out the survey after VRI (quality purposes)





Best Practices

Working with Interpreters & Making Requests



Working with Interpreters



Give the Interpreter Time

- Allow time for the interpreter to interpret/expand on terms/concepts that do not translate directly into the other language (aka “lag time”).
- **Set time and goal expectations in the beginning of the appointment.**



Ask for Clarification

- Ask **the member** questions as needed.
- Providers should seek clarification from the member as if they were an English-speaking member.
- Interpreters can assist.



Speak Directly to the Member

- Speak directly to the member as if the interpreter was not there.
- Avoid speaking loudly to be understood.



Making Requests



5-10 Business Days

- The more time given, the more likely an onsite interpreter will be available.
- Remember, in-demand languages like ASL are most readily fulfilled with 10+ business days of lead time.



Confirm ALL Request Details

- The more accurate request details are provided, the smoother the process.
- Location details, parking information, check-in directions, and reachable contacts are key to provide.



Follow Up 2-3 Days Before

- If you don't have an interpreter confirmation for your request, follow up with Customer Services 2-3 days prior.





Translation & Alternative Formats



Translation and Alternative Formats



Health Plan offers **written translation services** and **alternative formats (AFS)** such as Braille, electronic copies, large print, and audio for Health Plan-generated materials upon member request.





Accessing Translation & AFS

Members, providers, and healthcare staff all benefit from and need linguistic and cultural services to ensure proper care and comprehension.

If a member says they struggle to understand their materials, please advise them to call our Customer Service Department at **1-888-936-7526 TTY 711**.

The number can be found on the back of their member ID.



ID#: _____
Plan: **MEDI-CAL**

Office	\$0
ER/Urgent	\$0/\$0
Hospital	\$0
Rx	\$0/\$0

24/7 Nurse Line #: 1-800-655-8294

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Key Takeaways



Key Takeaways: Interpreting

Professional Interpreting is Essential

Being bilingual does not make a person qualified to be an interpreter. Using professional interpreting services protects you, the member and ensures clear communication, which improves health outcomes. Family and friends, especially minor children, should not be relied on to interpret, unless needed in an emergency.

Speak Directly to the Member

Address the member directly as if you did not have an interpreter. Avoid phrasing questions/statements like “Can you ask them _____?” Only address the interpreter directly when you have a question specifically for the interpreter. **Remember, the interpreter is legally bound to interpret everything being said.** Avoid raising your voice to be understood.

Allow Time for Processing & Questions

Remember to allow time for the interpreter to meaningfully interpret everything you and the member say and leave time for the interpreter and member to ask clarifying questions.

Onsite Resources Are Limited

For the best fulfillment results, make requests 5 to 10+ business days in advance. **ASL requests should be made with 10+ business days of lead time.** The more time given, the more likely an onsite interpreter will be available.



Key Takeaways: Translation & Alt Formats

Equal Does Not Mean Equitable

Translation and Alternative Format Services (AFS) are services and tools we use to ensure our members not only have access to the same information, but that they can better understand it with fewer obstacles.

Who Needs These Services?

The need for these kinds of services apply to all demographics and backgrounds. Language and/or educational barriers, cognitive, mental, and/or physical disabilities impact all races, ethnicities, ages, and social classes. Members and healthcare staff alike need these services to better communicate and understand one another.

If a Member Needs These Services

If a member requests these services, redirect the member to our Customer Service Department, **1-888-936-7526 TTY 711**.

This phone number can also be found on the back of the member's Health Plan ID card.

Turnaround Time

The process updating written language and AFS preferences, and to provide these materials, can take additional time.

Advise the members they may follow up with Customer Service if they have a question on the status of their request.



THANK YOU!

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www.hpsj-mvhp.org | 1-888-936-PLAN (7526)



San Joaquin

HPSJ/MVHP Headquarters
7751 South Manthey Road
French Camp, CA 95231



Stanislaus

1025 J Street
Modesto, CA 95354



El Dorado

4237 Golden Circle Drive
Placerville, CA 95667



Provider Services

ProviderServices@hpsj.com