**Request for Interpretation Services**

To request telephone interpretation services for a client referred by Access, please follow the instructions below:

***Telephone Interpreter:***

1. Dial 1-800-225-5254
2. Provide the following information to the operator:
3. Provider Access code: **64095**
4. Language needed
5. Provider Name
6. HPSM Member ID
7. Member’s name and DOB
8. Is there a third-party dial out needed?
9. The operator with connect you promptly with an interpreter

***In-Person Interpreter:***

HPSM will authorize in-person interpreters on a case by case basis and must be approved prior to providing the service. Qualifying criteria for in-person interpreter services includes the following:

1. Sign language for the deaf and hard of hearing
2. End of life issues
3. Sexual assault/abuse issues or other sensitive issues
4. Complex courses of therapy or procedures, including life-threatening diagnosis (Examples: cancer, chemotherapy, transplants, etc.
5. Other conditions by exception as determined by the Medical Director

Please refer to the **HPSM Language and Interpreter** webpage for more information and instructions on how to request an interpreter <https://www.hpsm.org/providers/language-assistance.aspx>