



SAN MATEO COUNTY HEALTH

BEHAVIORAL HEALTH & RECOVERY SERVICES

Access Call Center
310 Harbor Boulevard
Belmont, CA 94002
650-573-2302 T
650-596-8065 F
smchealth.org

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:
 - a) Provider Access code: **64095**
 - b) Language needed
 - c) Provider Name
 - d) HPSM Member ID
 - e) Member's name and DOB
 - f) Is there a third-party dial out needed?
- 3) The operator will 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:

- a) Sign language for the deaf and hard of hearing
- b) End of life issues
- c) Sexual assault/abuse issues or other sensitive issues
- d) Complex courses of therapy or procedures, including life-threatening diagnosis (Examples: cancer, chemotherapy, transplants, etc.)
- e) 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>

