

# MEMBER CONNECT

Spring/Summer 2021

ALAMEDA  
**Alliance**  
FOR HEALTH

we are  
ALAMEDA COUNTY

*Helping People in Our Community Since 1996*



## 25 YEARS STRONG

*...and more than a quarter of a century of simply loving what we do!*

Created by and for Alameda County residents, the Alliance was formed by our Alameda County Board of Supervisors in 1996. Today, we are the #1 choice for Medi-Cal and the only choice for Group Care in Alameda County. We serve more than 280,000 members and close to 2 out of every 10 people who live in our diverse county.

[www.alamedalliance.org](http://www.alamedalliance.org)

PO Box 3789  
San Leandro, California 94578

ALAMEDA  
**Alliance**  
FOR HEALTH

(Continued on page 2)

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# 25 YEARS STRONG

(CONTINUED FROM PAGE 1)

**For over 25 years, the Alliance has helped Alameda County by giving access to the care and services that we all need to live our best life.** As we reflect on our many years of service, we remember the work that we do every day to help improve the health and well-being of our community. For three (3) generations and more to come, families, children, and all of the people who make up our dedicated provider partnerships, loyal members, and committed staff have all played a role in making this happen and have embraced the Alliance mission.

In our 25th year of serving our community, the Alliance membership has reached record highs, and our award-winning commitment to helping others and service excellence has received national awards. We are focused on giving the highest level of service, and we support our members and providers each day.



# YEARS

Health care you can count on.  
Service you can trust.

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## ADDRESS AND PHONE NUMBER CHANGES

If you move or get a new phone number, please call the Alliance Member Services Department at **1.510.747.4567**.

## PROGRAM AND MATERIALS AT NO COST

Would you like to get more resources or learn more about classes and programs? Just fill out the **Alliance Wellness Program & Materials Request Form** on **page 24**, check the programs or materials that you want, and send it to us. Programs and materials are no cost to you as our Alliance member. To learn more, please call the Alliance Member Services Department at **1.510.747.4567** or visit **[www.alamedaalliance.org/live-healthy](http://www.alamedaalliance.org/live-healthy)**.

## LANGUAGE SERVICES AT NO COST

We offer our Alliance members interpreters for health care visits and health plan documents in their language or other formats such as Braille, audio, or large print. For help with your language needs, please call the Alliance Member Services Department at **1.510.747.4567**.



**Over the last six (6) years, our patient quality scores have gone from being the third lowest of all Medi-Cal managed care plans to performing as a “top 10” plan in California. Our quality scores have increased and show the outstanding care that our network of doctors provides to our members.**

Our partnerships with our doctors continue to get stronger. Over the last six (6) years, satisfaction among our doctors has grown greatly – increasing from 58% to 85% satisfaction reported this past year. Year after year, 9 out of 10 Alliance doctors would recommend us to other providers.

Our quality and satisfaction improvements would not be possible without the hard work of our great Member Services team. Last year they earned national certification as a Center of Excellence through Benchmark Portal. This is an amazing accomplishment for the Alliance that benefits all of Alameda County.

In our 25th year, our dedication to helping people live better is stronger than ever before. It has not been easy. We have all faced the challenges of the ongoing pandemic and witnessed how the health care disparities and economic hardships are worse with COVID-19. The Alliance remains committed to breaking down health care barriers for our members. We are confident that our ongoing work with our community, county, and provider partners will help us continue to deliver high-quality health care services for years to come.

We are proud to serve Alameda County, today, tomorrow, and well into the future – and we look forward to helping to create a healthier community for all.

# PROVIDER SPOTLIGHT: DR. MISRA



The Alliance is honored to partner with Dr. Sourjya Misra in our mission to create a healthy community for all.

Dr. Misra specializes in urology (treatment of the system that makes urine), and has a passion for helping others and taking care of patients who are really sick. As a leader in health care innovation, Dr. Misra has served our community for many years. He shares his expertise, experience, and leadership in conducting specialized urodynamic studies (bladder imaging tests) to help provide the best care. As a demonstration of his commitment to care and dedication to innovation, during the pandemic, Dr. Misra transitioned to telehealth visits, to help ensure no patient goes unseen or without care.

Dr. Misra appreciates his partnership with the Alliance, and he is grateful for the opportunity that he has to use his gifts and talents to make a difference in the lives of his patients and our community.

Alliance members can work with their primary care doctor to choose Dr. Misra as their urologist specialist.

To learn more, please visit [www.alamedaalliance.org](http://www.alamedaalliance.org) or call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

## **Do you want to learn more about Dr. Misra?**

Please visit our website to watch a short video at [www.alamedaalliance.org](http://www.alamedaalliance.org). You can also connect with us on Facebook and Twitter to view the video.



[www.facebook.com/alamedaallianceforhealth](http://www.facebook.com/alamedaallianceforhealth)



[@alamedaalliance](https://twitter.com/alamedaalliance)

# YOU CAN STOP FRAUD, WASTE, AND ABUSE



Health care fraud, waste, and abuse cost taxpayers more than \$100 billion annually. You can help stop fraud by reporting it.

## What is health care fraud?

Health care fraud includes intentionally making false statements, misrepresentations, or leaving out facts from any record, bill, claim, or any other form in order to obtain services, or any type of payment for health care services for which you are not entitled.

## Examples of fraud:

### Members:

- Lend or give an Alliance member ID card to someone else.
- Pretend to be someone else to obtain services.
- Alter or forge a prescription.
- Conceal assets or income in order to gain coverage.
- Falsify information in order to obtain narcotic medication.

### Providers:

- Bill for services, procedures, and supplies not rendered, or different from what was rendered to the patient.
- Provide services to patients that are not medically necessary.
- Balance bill a Medi-Cal member for Medi-Cal covered services.

### Pharmacies:

- Bill for a brand-name prescription when dispensing a generic.
- Dispense a different medication than what was prescribed.
- Alter the quantity of the prescription without proper documentation.
- Buy back prescription medication for resale.

If you suspect fraud by our health plan, doctors, pharmacies, or members, please report it by calling:

Medi-Cal Fraud Hotline (Toll-Free):  
**1.800.822.6222**

Alliance Compliance Hotline (Toll-Free):  
**1.855.747.2234**

Alliance FWA Email:  
**compliance@alamedaalliance.org**

Alliance Compliance Officer:  
Richard Golfin III

***Thank you for helping us fight fraud, waste, and abuse.***

To report a potential compliance issue, please fill out the Compliance Incident Report Form on the Alliance website at **[www.alamedaalliance.org/fraud-prevention](http://www.alamedaalliance.org/fraud-prevention)**.

# THE ALLIANCE WANTS YOU TO STAY HEALTHY! PLEASE COMPLETE YOUR COVID-19 VACCINE



If you have received your COVID-19 vaccine, we'd like to say thank you on behalf of the Alliance and all of our partners in Alameda County, for doing your part to help keep our community healthy, safe, and strong. We are all in this together.

The vaccine is now available to all Alliance members ages 12 years and older. Scheduling an appointment is quick and easy, and walk-up options are available. In-home appointments are also available if you are unable to leave your home.

If you have not yet received your COVID-19 vaccine, and you would like to request an appointment, or if you still need to complete your second dose, please visit [www.alamedaalliance.org](http://www.alamedaalliance.org) to see a list of locations to get the COVID-19 vaccine.

When you have finished getting your vaccine, let us know by calling the Alliance Member Services Department at **1.877.932.2738**. We have a gift for eligible Alliance members who complete the required doses. While supplies last, you may be able to receive a \$10 Foodmaxx or Safeway grocery gift card.





**If you have questions about the vaccine process,  
or the grocery gift card, please contact the Alliance  
Member Services Department at 1.877.932.2738.**

**Questions?** Please call the Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

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**711/1.800.735.2929**

# CALIFORNIA ADVANCING AND INNOVATING MEDI-CAL (CALAIM)



To improve the quality of life and health outcomes of the Medi-Cal members, CalAIM seeks to build on the promising whole person care approaches that were introduced in past federal waivers. Along with other managed care health plans in the state, the Alliance will create a population health management program that will provide wrap-around flexible services to help keep our most vulnerable Medi-Cal members healthy by helping them navigate complex health care and other delivery systems, addressing social determinants of health, and reducing health disparities.

Due to the public health emergency and the need for resources to be focused on addressing the pandemic, the California Department of Health Care Services (DHCS) made the decision to postpone the California Advancing and Innovating Medi-Cal (CalAIM). The original schedule was January 2021. While the state continues to fight COVID-19, DHCS announced that CalAIM will begin in January 2022.



Starting in 2022, the Alliance will offer the new Enhanced Care Management (ECM) benefit and In-Lieu-of Services (ILOS) options. This will build on our work through the Health Homes and Whole Person Care programs that the Alliance and Alameda County have piloted over the last few years. A few of the Populations of Focus for ECM include people experiencing (or at risk of) homelessness, people who frequently utilize emergency or inpatient services, patients transitioning from skilled nursing facilities, people transitioning from incarceration, and children or youth with complex care needs. Along with this important benefit, the Alliance will also begin to offer ILOS, which is flexible wrap-around support that will help us address medical or social determinants of health that our members experience. Some potential ILOS services include housing-related services, home-based services, day habilitation programs, respite for caregivers, and medically tailored meals.

To learn more about ECM and ILOS, please visit the California DHCS website at [www.dhcs.ca.gov/provgovpart/Pages/CalAIM.aspx](http://www.dhcs.ca.gov/provgovpart/Pages/CalAIM.aspx).

# ADVERSE CHILDHOOD EXPERIENCES

The Office of the California Surgeon General shared its first report on Adverse Childhood Experiences (ACEs), such as abuse, neglect, and violence, and toxic stress. Based on the report, 62% of California adults have experienced at least one (1) ACE, and 16% have experienced four (4) or more ACEs. ACEs are strongly associated with some of the most serious health conditions, including 9 out of 10 leading causes of death. The report provides tools to address ACEs through evidence-based and cross-sector approaches, and is a part of a larger effort to treat the impacts of toxic stress with trauma-informed care. In December of 2019, the Surgeon General and the California Department of Health Care Services (DHCS) launched the ACEs Aware program to screen Californians for ACEs. Since January 1, 2020, eligible Medi-Cal doctors receive a \$29 payment for conducting qualifying ACEs screenings for children and adults up to 65 years

old who have full-scope Medi-Cal. This program aims to reduce adverse childhood experiences in our diverse community and to cut toxic stress by half in one (1) generation. The Office of the Surgeon General and DHCS have committed to partnering with community organizations across the state to ensure that doctors have the tools and resources they need for ACEs screenings with their patients to provide the right response and care. A Trauma-Informed Network of Care road map has been developed to give practical steps that health care workers and social service and community organizations can take to expand networks of care that support children and adults who have been impacted by adverse childhood experiences and toxic stress.

To learn more about the ACEs Aware program and the new report, please visit [www.acesaware.org](http://www.acesaware.org).



# THE ALLIANCE, ALL IN ALAMEDA COUNTY, AND PARTNERS LAUNCH FOOD AS MEDICINE PROGRAM AT LIFELONG MEDICAL CENTER



**In January 2021, the Alliance, ALL IN Alameda County (ALL IN), and other community partners launched a Food as Medicine program at LifeLong Ashby Health Center, a community clinic that serves neighborhoods in Berkeley and North Oakland. Earlier this year, the Alliance invested \$275,000 to help efforts at local clinics, including the newest site at LifeLong Ashby Health Center. The Food as Medicine program aims to address the social determinants of health among Alameda County residents by prescribing patients nutrient-dense produce and connecting them to local help groups through weekly visits provided by Open Source Wellness.**

“Today, more than 130 million Americans are affected by chronic diseases that are often preventable, treatable, and reversible. COVID-19 has highlighted the connection between chronic diseases and other crises we were facing prior to the pandemic – food insecurity, social isolation, and racism. COVID-19 is requiring us to work differently across silos to advance health equity,” said Dr. Steven Chen, Chief Medical Officer of ALL IN.

This new model gives patients food prescriptions, and includes 16 weeks of vegetables that were delivered to the patients’ doorsteps during the stay-at-home orders. The food prescriptions are filled by Dig Deep Farms. Dig Deep Farms is an urban farm that creates green economy jobs for people on probation. As part of the program, patients will also have access to group medical visits that bring them together virtually. These

visits will include physical activity, healthy food demonstrations, stress reduction, and social connection over the course of four months.

“[The] added stress and economic insecurity caused by the COVID-19 pandemic – particularly for communities of color – the ALL IN Alameda County Food as Medicine initiative located at the Lifelong Ashby Health Center has arrived at a critical moment,” reflected Alameda County Supervisor Keith Carson. “This program not only acknowledges how food and nutrition impact our overall health – but it also uses strategies like the Food Farmacy and the Open Source Wellness program to reduce rates of anxiety, depression, and stress. [With this] innovative and holistic approach, it is my hope that we continue to break down barriers to food access and that more people in Alameda County will achieve greater health and well-being.”

# THE ALLIANCE, ALL IN ALAMEDA COUNTY, AND PARTNERS LAUNCH FOOD AS MEDICINE PROGRAM AT LIFELONG MEDICAL CENTER (CONTINUED FROM PAGE 13)

Limited access to nutritious food has been linked to serious health complications, such as diabetes, high blood pressure and other chronic diseases. In Alameda County, it is estimated that close to 10% of residents are facing food insecurity, and more for those from low-income communities of color. The COVID-19 pandemic has only intensified the issue. The lack of nutritious food options for people of color can be linked to their higher rates of obesity and diabetes – conditions that lead to poor health outcomes and hospitalizations. Through the Food as Medicine program, primary care doctors and staff will screen patients for food insecurity and offer healthy food interventions along with group behavioral support to improve health, emotional well-being, and food security for Alameda County residents.

“This innovative program has become one of Alameda County’s primary strategies for addressing health disparities, which have only been exacerbated by the COVID-19 pandemic, in our most vulnerable families and communities,” said Alameda County Supervisor Wilma Chan. “As we expand Food as Medicine countywide, I am grateful for the invaluable partnership with the Alameda Alliance for Health and our other partners that clearly demonstrates our collective

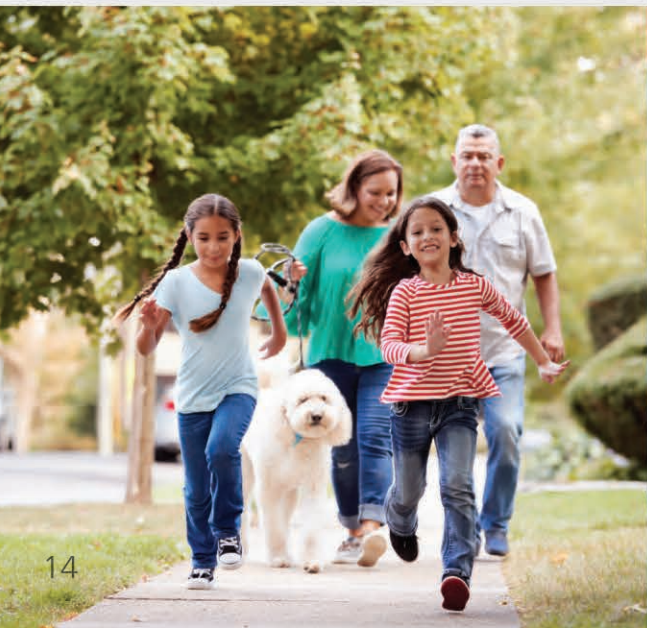
commitment to addressing the root causes of health disparities.”

The Alliance’s investment will help expand the Food as Medicine program at LifeLong Ashby Health Center and help future Food as Medicine efforts. The Food as Medicine program has sites at Tiburcio Vasquez Health Center, Native American Health Center, and Hayward Wellness Center. Smaller Food Farmacies operate at La Clínica de La Raza, Roots Community Health Center, and West Oakland Health Center, with efforts to expand at existing and future sites throughout Alameda County.

“The impacts of food insecurity and social isolation in our community are creating high rates of health disparities including depression, diabetes, obesity, and hypertension” said Alliance Chief Executive Officer Scott Coffin. “The Food as Medicine program is urgently needed as we continue to deal with the COVID-19 pandemic and the disproportionate impact it is having on our Medi-Cal members and communities of color.”

To learn more about Food as Medicine efforts, please visit [www.acgov.org/allin](http://www.acgov.org/allin).

To learn more about the Alliance, please visit us at [www.alamedaalliance.org](http://www.alamedaalliance.org).



# WE NEED YOUR VOICE!



The Alliance is seeking members to be a part of our Member Advisory Committee (MAC).

This group meets with Alliance staff – including our CEO – four (4) times a year. Committee members share ideas and suggestions on how to improve services for you and your community.

Your input is vital to making sure our health care services meet your needs! A monetary stipend, childcare, and interpreters are offered.

To apply, please call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

# DIABETES CHECKUPS

Taking care of your diabetes can be challenging, but you are not alone! When you go to your diabetes care visits, your health care team is there to help!

Your health care team can help you with the following:

- **A1C test:** Have this test done every six (6) months. If your treatment plan has changed, or you are having trouble meeting your blood sugar goals, then have this test every three (3) months.
- **Dental exam:** Have your teeth and gums cleaned twice a year or as your dentist recommends. Remember to let your dentist know that you have diabetes.
- **Flu shot:** Get your flu shot every year. People with diabetes are more likely to have complications from the flu. Also, having the flu can stress your body and as a result, affect your blood sugar.
- **Kidney test:** Get your kidneys checked every year. Your doctor can check how well your kidneys are doing with blood and urine tests.
- **Cholesterol:** Get your cholesterol checked every year. The only way to know your cholesterol level is by a blood draw.
- **Dilated eye exam:** Get your eyes checked every year or as recommended by your doctor. People with diabetes are at a higher risk for eye disease.
- **Complete foot exam:** Have your doctor check your feet every year. If you have had diabetes-related foot problems, you may need a foot exam more often.

To learn more about diabetes and health programs that can support you, please visit [www.alamedaalliance.org/live-healthy-library](http://www.alamedaalliance.org/live-healthy-library) and click "Diabetes" or call Alliance Health Programs at **1.510.747.4577**.

## Do you need help with scheduling appointments and transportation?

Please call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

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# DON'T MISS OUT ON COVID-19 VACCINES!

It is great news that there are vaccines that can help protect you and your family from COVID-19. While this is exciting, you may also have some questions about the vaccine. Below are answers to common questions that you may have.

## CAN I GET COVID FROM THE COVID-19 VACCINE?

**No.** You cannot get COVID-19 from getting the vaccine. The vaccine teaches your body how to respond to the virus so that your body can quickly begin to fight it if needed. You might feel some side effects like muscle aches or headaches for a couple of days after the shot, but this does not mean you are getting sick – your body is learning to defend itself.

## IS THE COVID-19 VACCINE SAFE? HOW DO WE KNOW?

**The COVID-19 vaccine is safe!** The COVID-19 vaccines have been tested with tens of thousands of people in clinical trials. The United States Food and Drug Administration (FDA) carefully looked at all the safety data. All the data looked so good that it approved the vaccine to protect us. Millions of people around the world have now received the vaccine.

## SHOULD I GET THE VACCINE IF I ALREADY HAD COVID-19?

**Yes.** People have gotten sick with COVID-19 more than once, so you should still get the vaccine.

## WILL I HAVE TO PAY TO RECEIVE A COVID-19 VACCINE?

**No.** There is no cost to Alliance members to receive the vaccine.

## HOW DO I GET THE COVID-19 VACCINE?

To sign up for a vaccine, please visit [covid-19.acgov.org/vaccines](https://covid-19.acgov.org/vaccines) or call the Alameda County COVID-19 Vaccine Appointment Line at **1.510.208.4829**.

You can also call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

# STAY ACTIVE DURING THE PANDEMIC



During the pandemic it might be harder to keep children active at home. It is important to remember that regular physical activity is helpful for the body and mind. Physical activity helps improve our sleep, stress, mood, and energy. Here are some fun activities that you can do at home with your children:

- Have family playtime that gets the family up and moving.
- Have your children help out with chores around the house.
- Stay active during television commercials. Have everyone do jumping jacks or dance.
- Go outside. Go for a bike ride or a walk while social distancing.

Preschool kids need to be active throughout the day, while school-aged children and teens should aim to be active at least 60 minutes (1 hour) every day of the week. Remember, you can help your children be active by joining in the fun with them!

# HEALTHY TEETH AT EVERY AGE

Keeping your teeth and mouth healthy also helps keep your body healthy at every age. It is important to visit your dentist regularly for checkups and practice good dental habits every day.

## SEE YOUR DENTIST

Schedule a visit with your dentist for a teeth cleaning and checkup every six (6) months. If you or a family member has a painful or serious mouth or tooth problem, it is best not to wait, and you should call and see your dentist right away.

Children should see a dentist by age one (1) or when the first tooth appears. They will need to have a dental exam called a Kindergarten Oral Health Assessment (KOHA). Complete the KOHA sometime between one (1) year before and one (1) year after your child starts kindergarten. Ask your child's dentist about this.

During COVID-19, your dentist will take extra measures to keep you safe. But, if you are not feeling well, please call your dentist to reschedule.

## GOOD DENTAL HABITS AT HOME

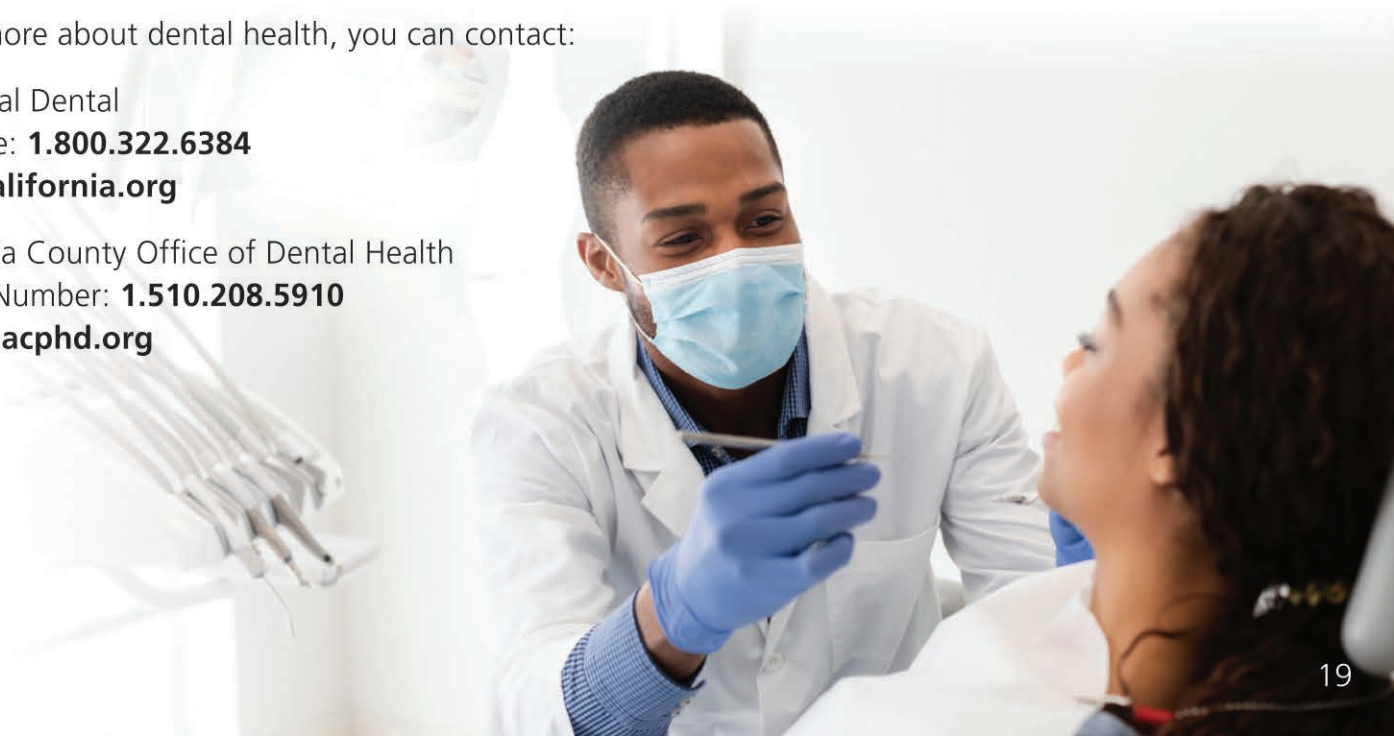
**Brush and floss every day.** Brush for two (2) minutes twice a day, every morning and at bedtime. Don't forget to floss your teeth at least once a day, too! It takes both brushing and flossing to keep your teeth healthy and clean.

**Choose healthy foods and drinks.** What is good for your body is also good for your teeth! Eat fresh fruits and vegetables, dairy products without added sugar, and lean protein sources such as chicken, fish, and tofu. Avoid starchy, sugary, and sticky foods. Water and milk are the best drinks for adults and children.

To learn more about dental health, you can contact:

Medi-Cal Dental  
Toll-Free: **1.800.322.6384**  
**smilecalifornia.org**

Alameda County Office of Dental Health  
Phone Number: **1.510.208.5910**  
**dental.acphd.org**



# IMPORTANT REMINDER ABOUT PREVENTIVE CARE SERVICES FOR CHILDREN AND YOUTH



Schedule a Bright Futures preventive care services appointment for you or your child today!

The Alliance is here to help you and your family stay healthy and active. As your partner in health, we want to remind you to schedule Bright Futures preventive care services for your child with their primary care doctor.

Bright Futures preventive care services are for children under 21 years old that you or your child can get through Medi-Cal. These services are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services and include physicals, nutrition, developmental and behavioral screenings, vision, hearing, and oral health screenings, blood tests for lead and illnesses such as tuberculosis, as well as all necessary vaccines, including the flu shot, to prevent disease. We also recommend the COVID-19 vaccine for children 12 years of age and older at least 14 days before or after other immunizations, per the CDC recommendations.

Also, one of the most important steps to take for your child is to have a blood lead screening test at 12 months and 24 months of age. Lead in the blood can cause damage to the brain and nervous system, slowed growth and development, learning and behavior problems, and hearing and speech problems.

Other health issues or problems may also be found and addressed during this important exam. These services can be provided during annual well-child visits, and they are available at no cost through the Alliance.

If you or your child have not been seen by your doctor in the last year, please call your primary care doctor to make an appointment.

If you have questions about how to contact your doctor, or schedule Bright Futures preventive care services, please contact:

## **Alliance Member Services Department**

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments: **711/1.800.735.2929**

## QUALITY IMPROVEMENT PROGRAM

The Alliance Quality Improvement (QI) program helps improve care for our members. We look to see if you are getting regular exams, screenings, and tests that you need. We also see if you are happy with the care you get from our providers and the services we provide to you. Each year, we set goals to improve the care our members receive. The goals address care and service. We look yearly to see if we met our goals. To learn more about our QI program goals, progress, and results, please visit

**[www.alamedaalliance.org/members](http://www.alamedaalliance.org/members)**.

If you would like a paper copy of the QI program, please call the Alliance Member Services Department at **1.510.747.4567**.



## NOTICE OF NON-DISCRIMINATION AND LANGUAGE ASSISTANCE

The Alliance complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Alliance does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

If you need help reading this document or would like a different format, please call the Alliance Member Services Department at **1.510.747.4567**.

Si necesita ayuda para leer este documento, llame al Departamento de Servicios al Miembro de Alliance al **1.510.747.4567**.

假如您看不懂本文件，需要協助或其他語文版本，請致電 Alliance 計畫成員服務處，電話 **1.510.747.4567**。

Nếu quý vị cần giúp đỡ đọc tài liệu này, xin gọi Ban Dịch Vụ Hội Viên Alliance tại số **1.510.747.4567**.



# IMPORTANT PHONE NUMBERS

Emergency	<b>911</b>
Poison Control	<b>1.800.222.1222</b>
Alameda County Social Services Medi-Cal Center	<b>1.800.698.1118</b> or <b>1.510.777.2300</b>
Medi-Cal Plan Enrollment/Changes	<b>1.800.430.4263</b>

## ALAMEDA ALLIANCE FOR HEALTH (ALLIANCE)

Main Line	<b>1.510.747.4500</b>
Member Services Department Monday – Friday, 8 am – 5 pm	<b>1.510.747.4567</b>
Toll-Free	<b>1.877.932.2738</b>
People with hearing and speaking impairments (CRS/TTY)	<b>711/1.800.735.2929</b>

## CARE SERVICES

<b>Behavioral Health Care Services</b>	
Beacon Health Options	<b>1.855.856.0577</b>
Alameda County Behavioral Health Care Services (ACCESS)	<b>1.800.491.9099</b>
<b>Dental Care Services</b>	
Medi-Cal Members: Denti-Cal	<b>1.800.322.6384</b>
Group Care Members: Please call Public Authority for In-Home Supportive Services (IHSS)	<b>1.510.577.3552</b>
<b>Vision Care Services</b>	
Medi-Cal Members: MARCH Vision Care	<b>1.844.336.2724</b>
Group Care Members: Please call Public Authority for In-Home Supportive Services (IHSS)	<b>1.510.577.3552</b>
<b>Nurse Advice Line</b>	
Medi-Cal Members	<b>1.888.433.1876</b>
Group Care Members	<b>1.855.383.7873</b>

# Alameda Alliance for Health Wellness Programs & Materials



**Member Request Form** — Alameda Alliance for Health (Alliance) provides health education at no cost. We want you to take charge of your health by having the best information possible. Please select the topics that you want us to send you. You can also request the handouts in other formats. Many handouts can be found at [www.alamedaalliance.org](http://www.alamedaalliance.org).



## BOOKS

- Cookbook (*choose one*)
  - Diabetes
  - Healthy Eating
- What to Do When Your Child Gets Sick



## CLASSES & PROGRAM REFERRALS

- Alcohol and Other Substance Use
- Asthma
- Breastfeeding Support
- CPR/First Aid
- Diabetes
- Diabetes Prevention Program (*prediabetes*)
- Healthy Weight
- Heart Health
- Parenting
- Pregnancy and Childbirth
- Quit Smoking  
(*please have Smokers' Helpline call me*)
- Senior Centers/Programs
- WW (*formerly Weight Watchers*)



## MEDICAL ID BRACELETS OR NECKLACE

- Asthma
  - Child
  - Adult
- Diabetes
  - Child
  - Adult



## WRITTEN MATERIALS

- Advanced Directive  
(*medical power of attorney*)
- Alcohol and Other Substance Use
- Asthma
  - Child
  - Adult
- Back Care
- Birth Control and Family Planning
- Breastfeeding
- Car Seat Safety
- Diabetes
- Domestic Violence
- Exercise
- Healthy Eating
- Heart Health
- Parenting
- Pregnancy and Childbirth
- Quit Smoking
- Safety
  - Baby
  - Child
  - Adult
  - Older Adult
- Sexual Health
- Stress and Depression

Name (self): \_\_\_\_\_

Child's Name (if applies): \_\_\_\_\_

Age of Child: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Materials are for:  Child  Adult  Older Adult

Alliance Member ID Number: \_\_\_\_\_

Child's Member ID Number: \_\_\_\_\_

Preferred Language: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_



To order, please send this form to:

**Alliance Health Programs** • 1240 South Loop Road, Alameda, CA 94502

Phone Number: **1.510.747.4577**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**