

MEMBER CONNECT

Fall/Winter 2020

ALAMEDA
Alliance
FOR HEALTH

we are
ALAMEDA COUNTY

Helping People in Our Community Since 1996



ALAMEDA ALLIANCE FOR HEALTH EARNS HIGH HONORS FOR SERVICE EXCELLENCE

The Certified Center of Excellence from BenchmarkPortal recognizes the Alliance for the highest levels of customer service delivered throughout Alameda County.

Alameda Alliance for Health (Alliance), your number one local health plan that serves more than 260,000 residents in Alameda County, received certification as a Center of Excellence for superior performance in the Alliance Member Services Call Center. The Center of Excellence recognition, awarded by BenchmarkPortal, is a high honor in the customer service and support industry.

www.alamedaalliance.org

1240 South Loop Road
Alameda, California 94502

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

ALAMEDA
Alliance
FOR HEALTH



(Continued on page 2)

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US POSTAGE
PAID
Alliance for Health

ALAMEDA ALLIANCE FOR HEALTH EARNS HIGH HONORS FOR SERVICE EXCELLENCE



“Our team is committed to providing the highest levels of exceptional service to our members and providers,” said Gia DeGrano, Alliance Member Services Director. “This award of excellence shows our dedication to deliver first-rate customer service and ensure that our members have access to the care and services they need to stay healthy.”

As a committed safety-net partner, the Center of Excellence award shows our commitment to centering the needs of members and the larger Alameda County community. To become a Center of Excellence, the Alliance had to pass a thorough assessment that measures ongoing performance on key operating metrics. The key metrics were rated against the international BenchmarkPortal database – the largest in the world of contact center metrics. The outcome demonstrates the superior service the Alliance provides to members every day.

“We are greatly honored to receive the Certified Center of Excellence award during these challenging times,” said Scott Coffin, Alliance CEO. “Our mission at the Alliance is to help our members live a healthy life by providing access to high-quality care and services that they need. Providing excellent customer service is just one of the many ways that we serve our community. This honor could not be achieved without the hard work of our dedicated staff.”

At the Alliance, good customer service is important to us. Our Alliance team of nurses; doctors; field, claim, and phone representatives; and others are all working hard to help you get the care and services that you need.

Do you have an Alliance customer service experience that you would like to share with us? We want to hear from you. To share your experience, please visit our Service Excellence page at www.alamedaalliance.org.

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2020 FLU SEASON



Protect yourself from the flu.

Get your flu shot today, and do your part to keep our community healthy, safe, and strong. Now more than ever it is important to protect yourself, family, and others this flu season. We are here to help you stay healthy and safe. All eligible Alliance members can get a flu shot at no cost. Please call your doctor's office to find out the nearest location to receive your flu shot.

To learn more please visit
www.alamedaalliance.org

You can also call the Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone: **1.510.747.4567**

Toll-free: **1.877.932.2738**

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

711/1.800.735.2929

PROVIDER SPOTLIGHT: DR. VILEISIS



Dr. Rita Vileisis has dedicated her career to helping children grow and thrive. As the daughter of immigrants from Lithuania, a young Dr. Vileisis settled in Chicago, where she received her medical degree. Her training focused on high-risk newborn care and nutrition of preemies.

Her work led her to NICUs (neonatal intensive care units) at Duke University, University of Florida, and the University of New York, all while raising two wonderful children as a single mom. Although she loved the babies, after 40 years she made the decision to move to the Bay Area to be with her son and family, and work with children as a pediatrician.

Today, Dr. Vileisis works in San Leandro with Dr. Blustein. The Alliance is honored to partner with Dr. Vileisis and Dr. Blustein to serve our youngest members.

Alliance members can choose Dr. Vileisis and Dr. Blustien as their doctor and clinic by calling:

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. Vileisis?

Please visit our website to watch a short video at **www.alamedaalliance.org**. You can also connect with us on Facebook and Twitter to view the video.



THE ALLIANCE RESPONSE TO RACISM



In light of the recent events that have taken place throughout the United States, which are a part of a long history of violence against the African American community, the Alameda Alliance for Health (Alliance) Board of Governors all approved a public statement opposing structural racism. Structural racism takes place in our society when people are not treated the same. As a health care plan, the Alliance understands that the current system has resulted in unequal health outcomes for African Americans. We commit to taking action that will improve the quality of life for our members, provider partners, and employees.

“The recent events we have witnessed have reminded us that the racism and the dehumanizing forces of oppression continue to impact the most marginalized communities, including those that we serve at the Alliance,” said Scott Coffin, Alliance CEO. “As members of the safety-net, we stand committed to our mission to improve the quality of life for our members and our diverse community, and we will continue to listen, learn, and move forward with efforts to advance equity in our communities, and promote diversity, respect, and inclusion for all.”

Alliance leadership will be listening to its employees, Alliance members, and health care partners in order to develop an action plan based on its public statement. The full statement can be read below.

ALAMEDA ALLIANCE FOR HEALTH PUBLIC STATEMENT OPPOSING STRUCTURAL RACISM

Alameda Alliance for Health (Alliance) has humbly served communities of color in Alameda County, one of the most diverse counties in the nation, for over 24 years. The Alliance stands with the African American community and in solidarity with movements that aim to create a world free of anti-blackness and structural racism. More than four centuries of inequity and injustice in this nation have resulted in significant disparities and inequitable outcomes for Black Americans, including access to quality health care. Additionally, Black Americans are disproportionately affected by police brutality and violence. We bear witness to the pain and suffering of Black Americans in our communities, oppose any form of structural racism and racial violence, and resolve to evaluate our own practices and their impact on our members, provider partners, and employees.

WE ACKNOWLEDGE that any form of racism is dehumanizing. Dehumanization causes social anxiety/isolation, the fear of harm or loss of life, and the potential for one to question their self-worth and value in society.

WE ACKNOWLEDGE that the legacy and injurious effects of slavery, and the laws that enforce racial discrimination and racism still experienced by Black people today, continue to cause health disparities, economic insecurity, and lack of access to public health services within the Black community.

WE ACKNOWLEDGE that systemic racism against the Black community, and all communities of color, pose a threat to economic security, physical safety, and the health of our entire community.

WE STAND unified in our belief that Black Lives Matter and we support all viable unifying efforts that work to prevent and reduce the effects of the above realities. This includes, but is not limited to, racial equity, social justice, human rights, and the celebration of diversity.

WE RESOLVE TO establish and convene a Diversity, Equity, and Inclusion Committee to address racial inequality for Black Americans and people of color, and work together to end hate, and create hope and healing in our community.

WE RESOLVE TO support equal access to employment, equitable compensation, and promotion for all employees within the Alliance.



THE ALLIANCE RESPONSE TO RACISM

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WE RESOLVE TO ensure our diversity continues to be reflected and maintained through equitable hiring practices in all departments and at different levels.

WE RESOLVE TO support advocacy for equitable policies and regulations that impact social determinants of health, including environmental justice, public education, and housing, for our most vulnerable communities to improve public health outcomes and reduce health disparities.

WE RESOLVE TO dedicate resources to identify and reduce health disparities that impact our Black members.

WE RESOLVE TO hold ourselves, and our provider partners, accountable for marginal or low healthcare outcomes for our members, ensuring Black members are not experiencing discrimination in health care access and/or delivery.

WE RESOLVE TO invest in resources to educate our team, members, and providers about the importance of antiracism and its impact on our communities.

WE RESOLVE TO support our local public education system to ensure all children have equitable resources available that will enhance their ability to compete and achieve at high levels to reach their full potential.

WE RESOLVE TO support broad access to safe, affordable housing and neighborhoods that connect residents to economic and educational opportunities.

The Alliance stands resolved in our commitment to the fulfillment of our mission, “to strive to improve the quality of life of our members and people throughout our diverse communities.” Our commitment acknowledges both the inclusion and value of Black lives in our community. The Alliance believes fundamentally that racism undermines our capacity, and impedes our ability to deliver equitable quality and access to care for the most vulnerable people within our community. We believe that we are stronger together, and we resolve to elicit change.

NEW! ALLIANCE AND STANFORD CANCER PROGRAM PARTNERSHIP



We are excited to announce our new partnership with Stanford Medicine and Stanford Health Care's University HealthCare Alliance (UHA) Cancer Network Program. This partnership will allow Alliance members with oncologic or hematologic diagnoses to have access to Stanford Cancer Network specialists through both in-person and virtual visits.

The Stanford Cancer Network Program cancer specialists will provide enhanced care coordination, and streamlined access to Stanford Cancer Network surgical and medical specialists. These specialists will help remove barriers for patients to access specific, highly complex Stanford Cancer Network Program diagnostic services, and cancer clinical trials.

Who qualifies?

Any Alliance member with an oncologic or hematologic diagnosis who is directly assigned to an Alliance primary care provider (PCP) or doctor. Alliance members also need a referral from their PCP for this program.

The Alliance will also cover local ground transportation for members participating in clinical trials at the Stanford Cancer Center in Palo Alto, California.

If you have any questions about this new program, please call:

Alliance Member Services Department

Monday through 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**

Together, the Alliance, our dedicated members, and provider partnerships are creating a healthier community for all.



Stanford
HEALTH CARE
STANFORD MEDICINE

THE ALLIANCE AUTHORIZES FUNDING FOR LOCAL SAFETY-NET PROVIDERS



In May 2020, the Alliance Board of Governors agreed to create a fund to help local providers keep their doors open. The emergency crisis fund of \$16.6 million is for frontline, safety-net providers in our network who treat and support patients impacted by COVID-19.

A total of \$6.6 million was awarded by the Alliance in May and June 2020 to support the frontline safety-net providers in Alameda County.

On Tuesday, July 28, 2020, the Alliance Board of Governors voted to defer the program until the final budget is presented in November. For updates, please visit the Alliance website at www.alamedaalliance.org.

“As a partner in the Alameda County safety-net, we appreciate our frontline doctors, nurses, and other caregivers who are committed to serving their patients,” said Scott Coffin, Alliance CEO. “The emergency crisis funding reinforces access to health services and expands COVID-19 testing to better serve the most vulnerable residents in our community.”

While progress has been made to reduce the number of COVID-19 hospitalizations and deaths, we expect that the coronavirus will still impact low-income communities. We commit to ensuring that safety-net hospitals and health services can remain focused on caring for people.

DON'T WAIT – VACCINATE!

There is an easy way to protect your loved ones – get a vaccine!

Getting the vaccines (shots) you need is one of the easiest ways to protect yourself, your family, and the community. Vaccines help protect from diseases like measles and whooping cough. When too many people fall behind on their vaccines, these diseases have more of a chance to spread. We can all do our part to keep everyone healthy.

Call your doctor to schedule a checkup. Ask what vaccines you or your child needs. If you've missed a checkup this year, you can still catch up on vaccines and get back on track.

For more information on vaccines, please visit www.alamedaalliance.org/live-healthy-library and click **"Vaccines."**



STAYING SAFE FOR DOCTOR VISITS

Alliance providers are working hard to keep you healthy and safe. If you are due for a checkup (also called a well-care visit), pregnancy checkup, or have any health concerns, you can get the care you need.

In some cases, your doctor might offer to do the visit over a phone or a video call. If you do need to come in, both you and your doctor's office can take extra steps to protect you and your family.

Ways you can help make checkups safe:

- Make sure adults and children two (2) years of age and older wear masks at all times.
- Use hand sanitizer before and after your visit.
- Wait in your car, not the waiting room. Call your doctor's office to let them know you've arrived.

When you schedule your visit, ask your doctor's office about safety measures and what to expect when you get to the clinic. This will help you be ready for your visit.

If you have an urgent concern:

Please call your doctor's office first to ask what you should do.

If you can't reach your doctor's office, please call the Advice Nurse Line at any time:

Medi-Cal Members: **1.888.433.1876**

Group Care Members: **1.855.383.7873**

If you are having an emergency:

Get help right away. It is an emergency if you or someone you know has symptoms like sudden trouble breathing, chest pain, or confusion. Call **911** or go to the nearest hospital emergency room (ER).

DOCTORS ARE MAKING CHECKUPS SAFE:



Masks required

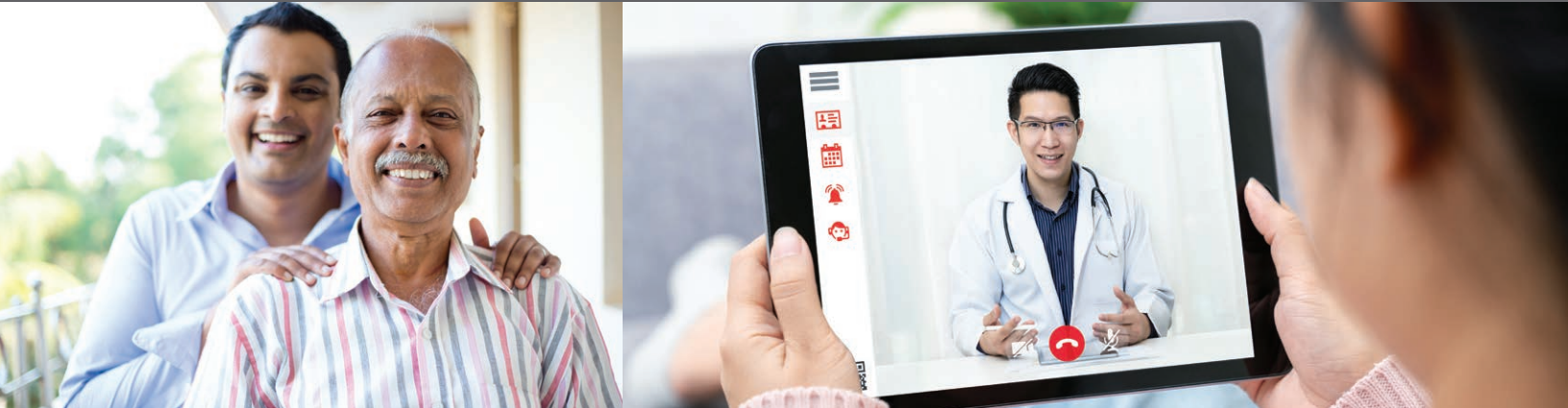


Patients separated



Rooms disinfected

TIPS FOR TELEHEALTH VISITS



Getting health care by phone or video, also called telehealth, allows you to stay at home for services that you don't need to get in person. If you're new to this, keep reading for some tips on how to prepare.

1. Gather your notes, questions, and paperwork.

Having notes on hand will help you remember what you want to ask and provide any information your doctor may need from you.

You may want to have:

- A brief list of key issues and questions
- A record of symptoms, with photos
- Measurements your doctor may request, like your weight, temperature, or blood pressure
- A list of medicines you take
- Your medical history
- Any paperwork or forms you were asked to complete

2. Get set up with needed technology.

Ask your doctor's office about what you will need before your visit. For a video visit, you need a good internet connection. You may need to download an app or create an account. For phone visits, you need a phone with good reception. If you can, test your set-up ahead of time.

3. Find a quiet and private place.

As much as you are able to while still having a good internet connection or phone reception, find a quiet and a private place for the call so that you and your doctor can hear each other clearly.

4. Be ready to write down your care plan.

Take notes during your visit. Write down your care plan and what to do after your visit. Make sure you ask questions if anything is unclear.

Need an interpreter?

Your doctor's office can request an interpreter to join your phone or video call. If you have questions about getting an interpreter, please call the Alliance Member Services Department at **1.510.747.4567**.

PREVENTIVE CARE SERVICES FOR CHILDREN



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

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 illnesses such as tuberculosis, as well as all necessary vaccines to prevent disease. 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. One of the most important steps to take for your child is to have a blood lead screening test at 12 months and at 24 months of age. Other health issues or concerns 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 provider (PCP) or doctor to make an appointment.

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

Alliance Member Services Department

Monday through 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**

THE RISKS OF SMOKING AND VAPING DURING COVID-19



Smoking and vaping are dangerous to your health and also increase your risk for COVID-19.

Now is the time to protect your lung health and stop smoking and vaping.

Why are smoking and vaping during COVID-19 risky?

This is because smoking and vaping...

- **Weakens your immune system** – This makes it harder for the body to fight diseases like COVID-19. A weakened immune system might mean worse symptoms or a greater chance of going to the hospital.
- **Increases the transfer of the virus** – When you smoke or vape, you are more at risk of getting the virus from not wearing a mask and touching your mouth. Smoking and vaping also spread the virus through secondhand smoke. Secondhand smoke is when others breathe in smoke from someone nearby.
- **Hurts your lungs and heart** – But quitting helps your lungs and heart the moment you stop. Quitting also protects your loved ones from secondhand smoke.

Are you looking for help to quit? We are here to help!

- **California Smokers' Helpline** – For support and help to make a quit plan, please call toll-free at **1.800.662.8887**.
- Visit **www.alamedaalliance.org/live-healthy-library** and click "**Quit Smoking.**"
- Request materials to be mailed to you using the Alliance Wellness Programs & Materials Request Form found on page **28**.

SELF-CARE DURING COVID-19

COVID-19 has been hard on us all. There have been a lot of changes during this time.

All of these changes can result in stress, anxiety, and loneliness. You may find that these feelings affect your sleep, eating habits, mood, and health. The important thing is to notice and take action.

Try these daily steps for a healthier you:



Build Relationships – Connect with your family during meal times and reach out to the rest of your family, friends, and other supportive relationships through phone calls, video chats, or texts.



Move Daily – Aim for at least 30 minutes of physical activity every day to help with stress. Remember, it doesn't have to be done all at once. You can go for a walk after each meal, have a dance competition with your family, or try a new home workout.



Get Enough Sleep – It can be hard at times, but going to bed and waking up at the same time every day can make you feel better. To help you fall asleep, put your phone and computer away, and follow a routine before bed.



Eat Healthy – Eat balanced meals throughout the day. Include more fruits and vegetables and limit foods and drinks with salt, sugar, and fat.



Practice Mindfulness, Meditation, or Prayer – Try deep breathing, yoga, or prayer to help with stress.



Get Mental and Behavioral Health Support – We are here to help. To get support, please schedule an appointment with Beacon Health Options toll-free at **1.855.856.0577**.

For help right now, please call Crisis Support Services of Alameda County toll-free at **1.800.309.2131** or call **911** in an emergency.

To learn more about coping with stress, please visit www.alamedaalliance.org/live-healthy-library and click "**Behavioral Health.**"

You can also request materials to be mailed to you using the Alliance Wellness Programs & Materials Request Form found on page **28**.

Source: California Surgeon General's Playbook: Stress Relief during COVID-19.

BREATHE BETTER WITH ASTHMA



Better breathing can be achieved! You can control your asthma and avoid asthma episodes when you work with your doctor to figure out your asthma triggers, create an asthma action plan, and take your medicines.

- **Avoid Asthma Triggers** – Asthma triggers are things that make it harder for you to breathe. Triggers can include pollen, dust, tobacco smoke, and some cleaning products. Days with bad pollution or smoke from fires can also make your asthma worse. On bad air days, stay inside, close your doors and windows, and use an air purifier if you have one.
- **Create an Asthma Action Plan** – Ask your doctor to help you create an asthma action plan. The plan helps you know what to do during an asthma episode. Everyone with asthma needs their own plan.
- **Take Your Medicines** – Take your asthma medicines the way your doctor recommends. Even when you feel good, it is important to keep taking them. This will help you breathe better. Talk to your doctor about having a long-term control inhaler and a quick-relief rescue inhaler.

If you have any questions or are worried about your asthma, talk to your doctor during your next asthma care visit. Your health care team is here to help.

To learn more about asthma please visit www.alamedaalliance.org/live-healthy-library and click “**Asthma.**”

You can also request materials to be mailed to you using the Alliance Wellness Programs & Materials Request Form found on page **28**.

MEMBER SATISFACTION SURVEY

At Alameda Alliance for Health (Alliance), we are always looking for ways to improve our member and provider satisfaction.

The Alliance surveys members to learn about your experience with health care. Your answers to these surveys help us to make things better and enhance the quality of care for our members.

The survey questions may cover:

- Appointment and office wait times
- How well your doctors communicate with you
- How we meet your language needs
- How satisfied you are with the Alliance as your health plan
- Your experience with the Alliance and the health care you receive

About the Surveys

- The Alliance contacts a random sample of Alliance members.
- The surveys are first mailed. If we do not receive a response, we will follow up with a phone call.
- One survey is offered in English, Spanish, Chinese and Vietnamese, and the other in English and Spanish.

The Timely Access Standards table shows how quickly you should be able to schedule an appointment for each type of visit.

We value your feedback on ways we are meeting your needs and how we can improve. Thank you for taking the surveys if you are contacted!



TIMELY ACCESS STANDARDS*

All providers who contract with the Alliance to give our members health care are required to offer appointments within these timeframes:

PRIMARY CARE PROVIDERS (PCP) APPOINTMENT	
Appointment Type:	Appointment Within:
Non-Urgent Appointment	10 Business Days of Request
First OB/GYN Prenatal Appointment	2 Weeks of Request
Urgent Appointment that <i>requires</i> PA	96 Hours of Request
Urgent Appointment that <i>does not</i> require PA	48 Hours of Request

SPECIALTY/OTHER APPOINTMENT	
Appointment Type:	Appointment Within:
Non-Urgent Appointment with a Specialist Physician	15 Business Days of Request
Non-Urgent Appointment with a Behavioral Health Provider	10 Business Days of Request
Non-Urgent Appointment with an Ancillary Service Provider	15 Business Days of Request
First OB/GYN Pre-natal Appointment	2 Weeks of Request
Urgent Appointment that <i>requires</i> PA	96 Hours of Request
Urgent Appointment that <i>does not</i> require PA	48 Hours of Request

ALL PROVIDER WAIT TIME/TELEPHONE/LANGUAGE PRACTICES	
Appointment Type:	
In-Office Wait Time	60 Minutes
Call Return Time	1 Business Day
Time to Answer Call	10 Minutes
Telephone Access – Provide coverage 24 hours a day, 7 days a week.	
Telephone Triage and Screening – Wait time not to exceed 30 minutes.	
Emergency Instructions – Ensure proper emergency instructions.	
Language Services – Provide interpreter services 24 hours a day, 7 days a week.	

***Per the California Department of Managed Health Care (DMHC) and the California Department of Health Care Services (DHCS) Regulations, and the National Committee for Quality Assurance (NCQA) Health Plan (HP) Standards and Guidelines**

PA = Prior Authorization

Urgent Care are services needed to prevent serious decline in your health after an unexpected health issue or injury (i.e., sore throat, fever, minor lacerations, and some broken bones).

Non-urgent Care are routine appointments for non-urgent health issues.

Triage or Screening is when a health care provider reviews your health concerns and symptoms to decide how urgent your need for care is.

IT'S IMPORTANT TO PROTECT YOURSELF AND OTHERS

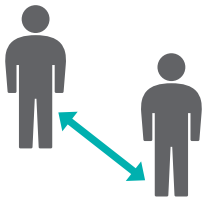
We can all do our part to save lives.



Wash your hands often with soap for 20 seconds or use 60%+ alcohol-based hand sanitizers.



Cover your cough or sneeze with a tissue, then throw it in the trash and wash your hands.



Keep at least 6 feet away from others whenever it's possible.



Stay home if you're feeling sick and call your doctor first. Avoid close contact with others.



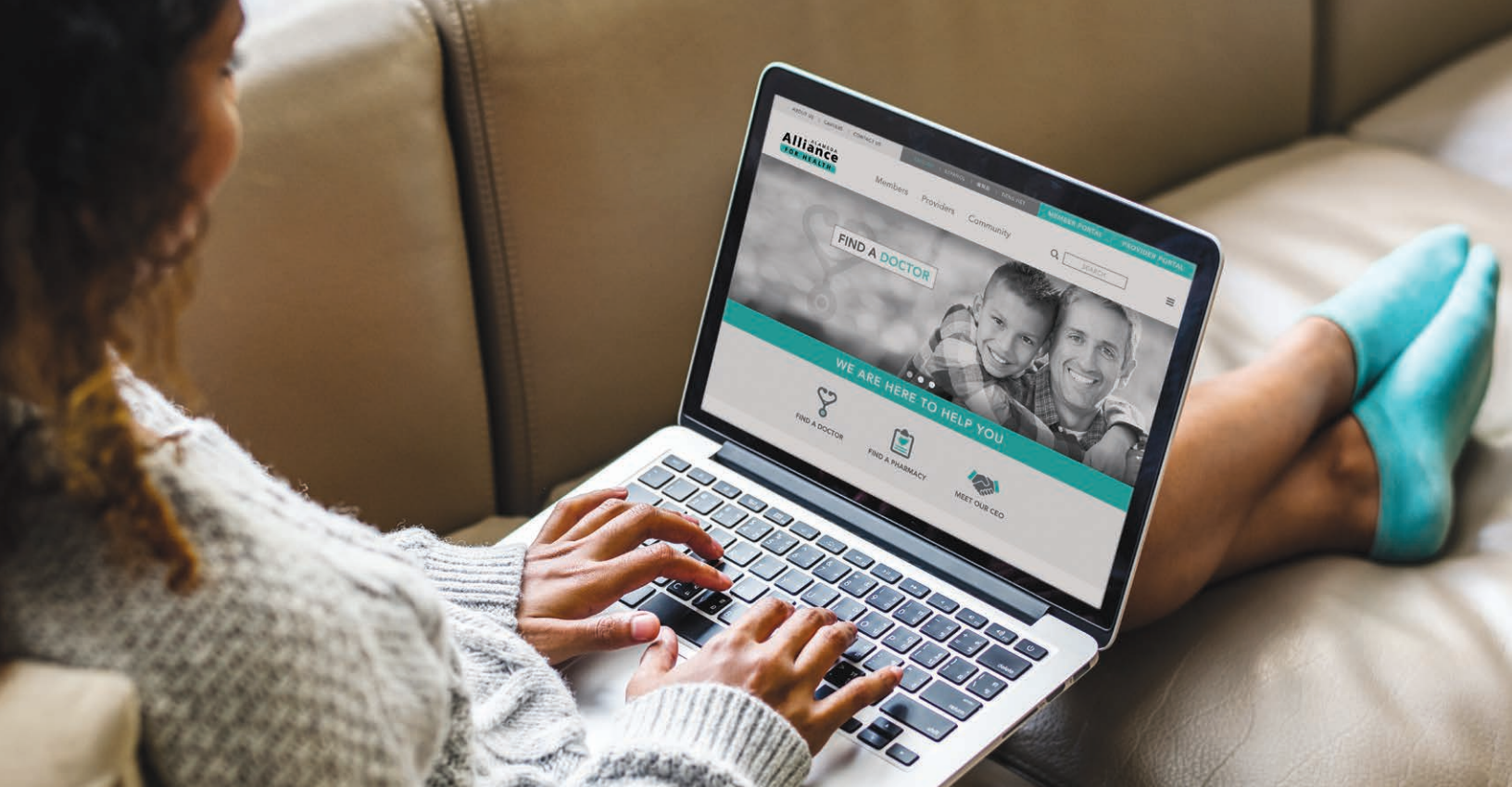
Don't touch your nose, mouth, and eyes.



Wear a face covering when you leave your home for essential services.



Clean and disinfect high touch surfaces like your phone and door knobs.



STAY INFORMED ABOUT COVID-19 IN OUR COMMUNITY

For resources and updates at your fingertips, please visit www.alamedaalliance.org

We are here for you.

The novel coronavirus (COVID-19) has had an impact on our community worldwide. The Alliance understands your concerns, and we are working hard to ensure that our members, providers, and community partners have the resources they need to stay healthy. We are waiving all cost-sharing for medically necessary screening and testing for COVID-19.

Alliance members can now complete a doctor's appointment from the comfort of their home by phone or video call. Members also have access to Teladoc 24 hours a day, 7 days a week, when their doctor is unavailable. You can also speak to our Advice Nurse Line at no cost, please call **1.888.433.1876**. In addition, medication refills can be delivered to your home.

You might even receive a call from an Alliance team member to check in with you. We want to help you stay safe, healthy, and strong.

Together, we are creating a healthier community for all.

COMING SOON! NEW AND IMPROVED ALLIANCE MEMBER PORTAL FEATURES!



At the Alliance, we value our dedicated member community. We have an important announcement that we would like to share with you.

Coming soon, the Alliance online member portal will have a new look and added features.

On our Alliance member portal, you can:

- Print a temporary member ID Card
- Choose your primary care provider (PCP) or doctor
- Update your contact information
- And much more!

In spring 2021, you will also be able to access all of these features and more from your smartphone mobile device.

For more information, updates, and to sign up for the Alliance Member Portal today, please visit www.alamedaalliance.org.

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 **28**, 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**.

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**.



IMPORTANT PHONE NUMBERS

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

ALAMEDA ALLIANCE FOR HEALTH (ALLIANCE)

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

CARE SERVICES

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

Season's greetings

from Alameda
Alliance for Health

The Alameda Alliance for Health (Alliance) office will be closed in observance of the following holidays:

2020

Thanksgiving Day

Thursday, November 26th

Day After Thanksgiving

Friday, November 27th

Christmas Eve

Thursday, December 24th

Christmas Day

Friday, December 25th



2021

New Year's Day

Friday, January 1st

Martin Luther King Jr. Day

Monday, January 18th

President's Day

Monday, February 15th

Memorial Day

Monday, May 31st

Independence Day

Monday, July 5th

Labor Day

Monday, September 6th

Thanksgiving Day

Thursday, November 25th

Day After Thanksgiving


Friday, November 26th

Christmas Eve

Friday, December 24th

Christmas Holiday

Monday, December 27th



*Best wishes for a happy
and healthy holiday
season to you and your
family and friends.*



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. 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 & 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**.

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.



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**