

MEMBER CONNECT

Spring/Summer 2024

ALAMEDA
Alliance
FOR HEALTH

we are
ALAMEDA COUNTY

Helping People in Our Community Since 1996



PROVIDER SPOTLIGHT: EMPOWERING MENTAL HEALTH CARE IN LOCAL COMMUNITIES

– *SUNGILA BLACK CALF'S STORY*

Sungila Black Calf, LCSW (licensed clinical social worker), is a proud supporter of the Native American community in the Bay Area. Sungila is a behavioral health clinician at the Native American Health Center (NAHC) in Oakland. Sungila provides mental health care services to people at different stages of their lives.

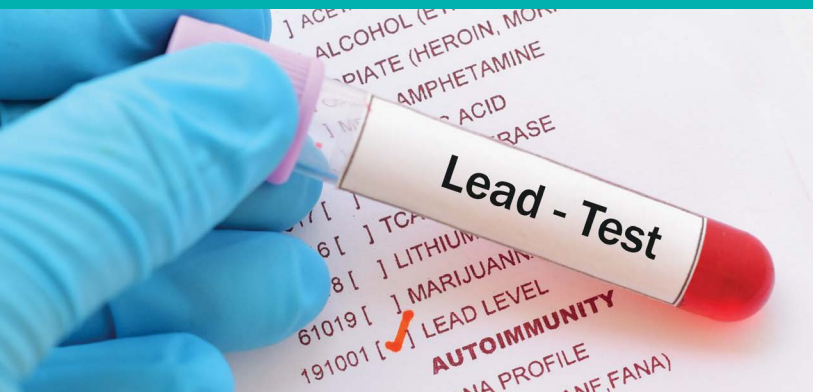
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LEAD POISONING: A HIDDEN DANGER



Do you know where lead poison lurks? Though not as common today, lead is still around. Children have the highest risk of lead poisoning. That's because kids touch lots of objects then put their hands in their mouths. Lead can cause illness, growth delays, and even death.

Lead was commonly found in house paint. It can still be found in homes built before 1978. Lead paint chips and dust can be dangerous. Lead can also be found in old toys and some toys made in other countries. It can get into the soil near homes and highways and is found in older pipes and faucets. Even some children's art supplies may contain lead.

Children should be tested for lead when they are 12 and 24 months old. The doctor may decide if there is a need for more or fewer screenings. If you think your child could have been exposed to lead, ask the doctor for a simple blood test. Lead poisoning can be treated if caught early enough.

If you need help finding a doctor, 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**

Are you worried about lead in your home?

Call the Alameda County Healthy Homes project for a home visit at no cost at **1.510.567.8280**.

Article adapted from the American Academy of Pediatrics (AAP): **Lead Exposure: Steps to Protect Your Family – HealthyChildren.org**

PROVIDER SPOTLIGHT: EMPOWERING MENTAL HEALTH CARE IN LOCAL COMMUNITIES – SUNGILA BLACK CALF’S STORY

(CONTINUED FROM PAGE 1)



Born to a Diné mother and Sicangu Lakota father, Sungila was born in Pine Ridge, South Dakota. Her clans are Honágháahnii (Walks About) and Nakai dine'é (Mexican Clan). She grew up in Arizona living on the Navajo Reservation and in surrounding communities.

The Native American community, history, and social justice movements in the Bay Area drew Sungila to Oakland, California, where she attended Mills College and earned a Bachelor of Arts in ethnic studies and sociology.

Sungila first began working at NAHC in 2011 as an Intake Worker after college. The community embraced her and she was inspired to continue her education. She added to her achievements by earning her Master of Social Welfare, with a focus in Community Mental Health from University of California, Berkeley, School of Social Welfare in 2017. After a few years as a clinician, Sungila happily returned to NAHC in 2022.

For Sungila, working with the Alliance is a way for NAHC patients to access services that are culturally relevant. Sungila is grateful that community members can receive the behavioral health and other medical care they need from NAHC. She encourages patients to learn about the benefits and services available to them. Talking with members about their medical needs and offering referrals are two (2) of the many ways that Sungila provides support.

The Alliance is honored to have Sungila as a provider. Her passion for behavioral health care and providing services and support are important to the Alliance, our members, provider partners, and the community.

We look forward to continuing our partnership with Sungila and NAHC.

Do you want to learn more about Sungila? Please visit our website to watch a short video at

www.alamedaalliance.org.

You can also connect with us on Facebook, Instagram, or X (formerly known as Twitter) to access the video.



www.facebook.com/alamedaallianceforhealth



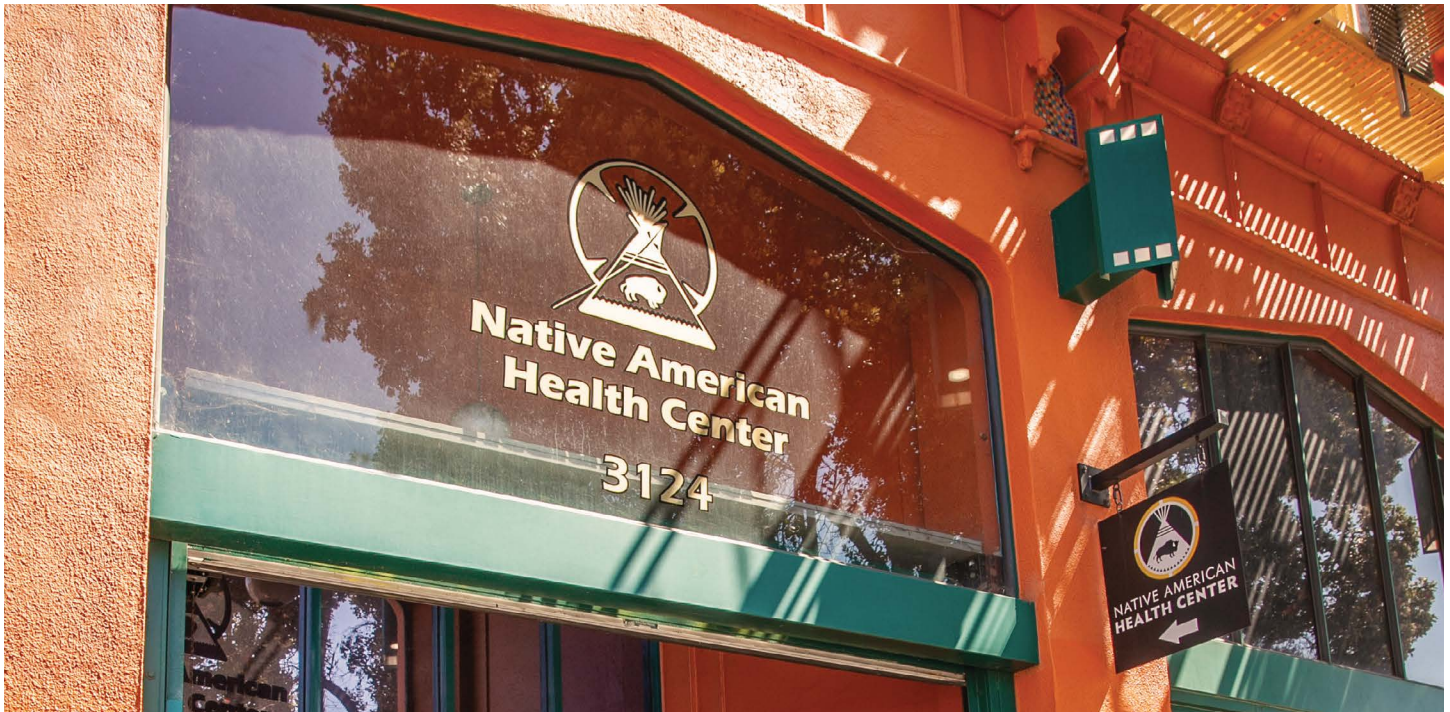
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[@alamedaallianceforhealth](https://www.instagram.com/alamedaallianceforhealth)

PROVIDER SPOTLIGHT: EMPOWERING MENTAL HEALTH CARE IN LOCAL COMMUNITIES – SUNGILA BLACK CALF’S STORY

(CONTINUED FROM PAGE 4)



Alliance members can choose Native American Health Center as their 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**

NATIVE AMERICAN HEALTH CENTER CLINICS

7 Generations

2920 International Blvd.

Oakland, CA 94601

Monday – Friday, 8:30 am – 5 pm

Phone Number: **1.510.485.5901**

7 Directions

2950 International Blvd.

Oakland, CA 94601

Monday – Friday, 8:30 am – 5 pm

[and second (2nd) and fourth (4th)

Saturdays of each month]

Phone Numbers:

Medical: **1.510.535.4410**

Dental: **1.510.535.4450**

American Indian Human Services

3124 International Blvd.

Oakland, CA 94601

Monday – Friday, 8:30 am – 5 pm

Phone Number: **1.510.535.4400**

Native American Health Center offers services throughout the Bay Area. For more information and locations, please visit nativehealth.org.

THE ALLIANCE IS ONE (1) OF THE HIGHEST-RATED MEDI-CAL HEALTH PLANS IN THE STATE



The Alliance is a top-rated California Medi-Cal managed care plan for 2023.

The Alliance is a local health plan that serves more than 400,000 Alameda County residents. In 2023, the Alliance was rated a top health plan in the state of California. The Alliance is the only Medi-Cal health plan in Alameda County to receive a rating of four (4) out of five (5) in the National Committee for Quality Assurance’s (NCQA) 2023 Medicaid Health Plan Ratings. No other Medi-Cal (California’s Medicaid benefits program) health plan in the state earned a rating higher than four (4) out of five (5) stars.

NCQA’s Health Plan Ratings are scored on a one (1)- to five (5)- star scale and use three (3) quality measures. This includes patient experience – such

as encounters with doctors, plan services, and customer service. Additionally, plans are rated on clinical measures. This refers to the number of members who received preventive services. The third is the number of members who received care for certain health conditions.

“We know that patient experience and access to preventive services are associated with better health outcomes,” said Matthew Woodruff, Alliance CEO. “That is why we are proud to have achieved a four (4) out of five (5) stars in NCQA’s 2023 Medicaid Health Plan Ratings. This achievement could not be reached without the dedication and hard work of our provider partners, care teams, and customer service department.”

The Alliance would like to thank its member engagement and programs, community providers, and customer service efforts for this success.

THE ALLIANCE IS ONE (1) OF THE HIGHEST-RATED MEDI-CAL HEALTH PLANS IN THE STATE

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ALLIANCE LANGUAGE ASSISTANCE SERVICES

The Alliance works hard to help make sure that all of our members can talk to their providers and with us about their health care. We provide over-the-phone, in-person, and video remote interpreter services. We also provide translations and alternative formats of written member information, all at no cost to you and your Authorized Representative.

Alliance members can request:

- A trained and qualified American Sign Language (ASL) interpreter.
- A trained and qualified foreign language interpreter.
- Alliance-written information in formats such as braille, large print, audio CD, or data CD.
- Alliance-written information in a language that members can understand.

Over-the-phone interpreter services are available to you, 24 hours a day, 7 days a week for your health care visits. For American Sign Language (ASL), or highly sensitive or complex health care visits, your doctor can request an in-person interpreter at no cost to you. You should not have to use family or friends. If you would like an interpreter, let your doctor's office know which language you need when you call to make an appointment.

To learn more about interpreter services, please call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

(for after hours, select your language then option "1")

Toll-Free: **1.877.932.2738**

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

711/1.800.735.2929



CANCER SCREENING TESTS FOR YOUR HEALTH

Being healthy includes understanding your risk of getting cancer. One way to learn about your risk is to have regular cancer screening tests. Screening means checking your body for cancer before you have symptoms. Getting screening tests regularly may find breast, cervical, and colorectal (colon) cancers early, when treatment is likely to work best.

Here are some important screening tests to know about:

MAMMOGRAM

Doctors use mammograms to check for breast cancer. Mammograms use low-dose X-rays to create pictures of the inside of your breasts. Women, and those with breasts, ages 50 to 74 should get a mammogram every other year.

Some people may be at a higher risk of developing breast cancer. Talk with your doctor about your risk level, when to start, and how often to get screened.



PAP AND HPV TESTS

Cervical cancer screening is for those between the ages of 21 and 65. Cervical cancer occurs in the cervix, the lower part of the uterus (womb).

Cervical cancer screenings include:

- The Pap test (or Pap smear) looks for cell changes on the cervix that might become cervical cancer if they are not treated.
- The human papillomavirus (HPV) test looks for the virus that can cause cells to change.

Talk to your doctor about which testing option is right for you.

Some tests are only needed every three (3)- to five (5) years depending on your age.



CANCER SCREENING TESTS FOR YOUR HEALTH

(CONTINUED FROM PAGE 8)

COLORECTAL (COLON) CANCER SCREENING TESTS



This screening looks for signs of cancer in your colon and other parts of your digestive system. There are different screening options based on your risk level and preference. Some tests involve going to a doctor's office, and some can be done from the comfort of your home by sending a stool sample to a lab.



All adults should begin screening at age 45.

Call your doctor today to schedule a visit or to ask more questions about the screening process.

If you need help finding a doctor, 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**



DOULA SERVICES

Alameda Alliance for Health (Alliance) provides doula services to its members. Doulas are birth workers who are trained in labor and childbirth support. They provide physical, emotional, and non-medical support for pregnant and postpartum people. This includes the time before, during, and after childbirth.

BENEFITS

Studies have shown that persons who work with a doula:

- Have better birth outcomes
- Are less likely to have a low-birthweight baby
- Reduce the risk of a birth problem (complication)
- Are more likely to breastfeed

SERVICES

If you are pregnant, or were pregnant in the last year, you can receive doula services. This includes members who may have had an abortion, a miscarriage, or stillbirth.

Services offered by doulas include:

- Birth planning
- Emotional, physical, and non-medical support
- Health education
- Help to access care
- Lactation support (breastfeeding help)
- Link to community-based resources

PLEASE NOTE: Services can be provided online or in person.

Connect with a doula today to learn more about prenatal and postpartum visits.

To connect with a doula, members can:

- Search the Alliance Provider Directory at www.alamedaalliance.org/help/find-a-doctor and contact a doula directly.
- Call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

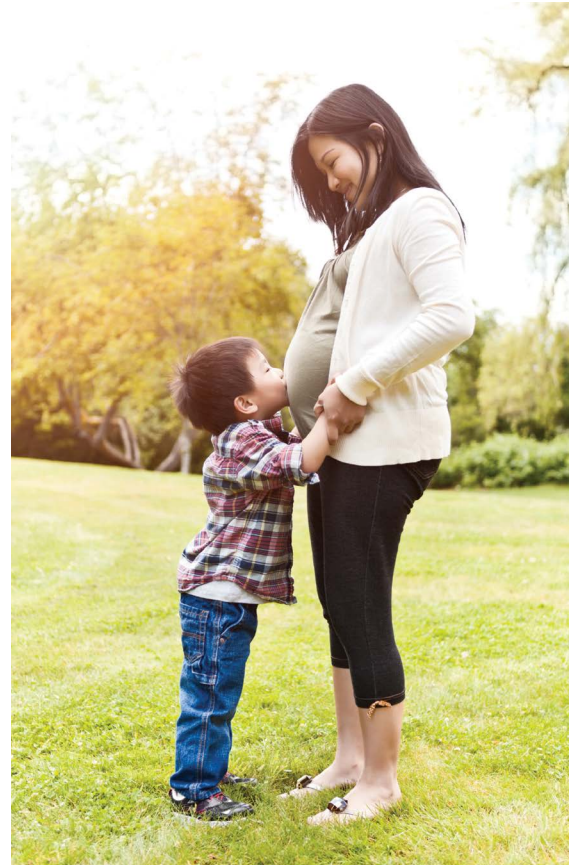
Toll-Free: **1.877.932.2738**

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

Source:

1. www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPsandPolicyLetters/APL2023/APL23-024.pdf

2. www.ncbi.nlm.nih.gov/pmc/articles/PMC3647727/



PREVENT TYPE 2 DIABETES



More than one (1) out of three (3) American adults are at risk for getting diabetes. Having diabetes means your blood sugar (glucose) level is too high. Having high blood sugar levels raises your risk for type 2 diabetes, heart disease, and stroke.

You can prevent type 2 diabetes through:

- **Weight loss.** Start making small changes to your eating and exercise habits. Even a small amount of weight loss can delay or prevent type 2 diabetes.
- **Eating healthy.** Choose vegetables, fruits, whole grains, and lean proteins. Limit processed foods high in sugar, fat, and salt.
- **Getting active.** Aim for 30 minutes of physical activity most days of the week. Limit the amount of time you spend sitting.
- **Quitting smoking.** Smoking can increase your risk for diabetes. If you already smoke, try to quit. You can work with your doctor to create a quit plan or call Kick It California (formerly California Smokers' Helpline) toll-free at **1.800.300.8086**.

Ask your doctor about what other changes you can make to prevent or delay diabetes.

The Alliance has partnered with HabitNu and Yumlish to offer the Diabetes Prevention Program (DPP). DPP is a year-long lifestyle change program that can help you adopt healthy habits, lose weight, and reduce your risk of type 2 diabetes.

Take a one (1)-minute quiz and see if this program is right for you.

To learn more about the DPP program 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 (CRS/TTY): **711/1.800.735.2929**

www.alamedaalliance.org/live-healthy/dpp

Source:

medlineplus.gov/howtopreventdiabetes.html

www.cdc.gov/diabetes/basics/diabetes.html

PROTECT KIDS FROM SMOKING'S HARM



You've heard it before, smoking is harmful. But did you know the smoke from cigarettes and vapes harms the health of the smoker and the people around them? Tobacco smoke hurts babies, kids, pregnant people, and even your pets. Smoke hurts babies and kids more than adults because their bodies are small and still growing. It also harms a baby's development before they are born.

You can keep yourself and your family safe from tobacco and vape smoke by:

- **Keeping your home and car smoke-free** (including vape smoke). Do not allow anyone to smoke in or near your home.
- **Reducing your own tobacco use or quitting smoking.** Talk to your doctor about making a plan and medicines that can help you quit.
- **Talking to kids about tobacco use early to help them understand the harm.** Teach your children to stay away from secondhand smoke.

HELP TO QUIT SMOKING

Looking for help to stop smoking? **Kick It California** can help you quit.

Call them toll-free at **1.800.300.8086** (interpreter offered). Visit their website at kickitca.org (English, Spanish, Chinese, Korean, Vietnamese).

Find more resources on the "Quit Smoking" page at www.alamedaalliance.org/live-healthy-library. You can also send us a Wellness Programs & Materials Request Form found on page **20**, or call Alliance Health Programs at **1.510.747.4577**.

Article adapted from the American Academy of Pediatrics (AAP):

Protecting Kids From Tobacco's Harms: AAP Policy Explained – HealthyChildren.org



WHAT IS HEPATITIS

Hepatitis means inflammation (swelling) of the liver. The liver helps to process nutrients, filter to clean the blood, and fight infections. When the liver is swollen or damaged, it does not work as well as it can.

WHAT CAUSES HEPATITIS?

Heavy alcohol use, toxins, and some medications and medical conditions can cause hepatitis. However, hepatitis is often caused by a virus. In the United States, some of the most common hepatitis viruses are hepatitis B (or hep B) and hepatitis C (or hep C).

WHAT IS HEPATITIS B AND HEPATITIS C?

Hepatitis B (hep B) and hepatitis C (hep C) are liver infections that affect millions of people across the world. They are caused by the hep B virus (HBV) or hep C virus (HCV). The Centers of Disease Control and Prevention (CDC) recommends adults 18 years of age and older to be screened for hep B and hep C at least once. These infections can lead to serious health issues if left untreated.

HOW DOES HEPATITIS B AND HEPATITIS C SPREAD?

- Blood transfusions
- Childbirth
- Healthcare exposures
- Organ transplants
- Sexual contact
- Sharing drug-injection equipment like needles
- Sharing personal items (razors, toothbrushes)
- Unregulated tattoos or piercings

COMMON SYMPTOMS

People with hep B show no symptoms. It is why hep B has been called the “silent killer.”

People with hep C rarely show symptoms and can take from two (2) weeks to six (6) months to show up. Hep C symptoms may include yellow skin or eyes, low appetite, throwing up, stomach pain, fever, dark-colored urine, light-colored stool, joint pain, and feeling tired.



WHAT IS HEPATITIS

(CONTINUED FROM PAGE 13)

HOW DO I KNOW IF I HAVE HEPATITIS B OR C?

Getting tested is the only way to know if you have hep B or hep C.

A blood antibody test can tell if you have ever been infected with the virus.

I HAVE HEP B OR HEP C. NOW WHAT?

Your doctor will decide on the treatment that's right for you. They may prescribe an antiviral medication (pill) to fight the infection.

The following medications are recommended for the treatment of hep B:

1. Baraclude (entecavir)
2. Vemlidy (tenofovir alafenamide fumarate)
3. Viread (tenofovir disoproxil fumarate)

The following medications are recommended for the treatment of hep C:

1. Mavyret (glecaprevir/pibrentasvir)
2. Sofosbuvir/Velpatasvir (generic Epclusa)
3. Ledipasvir/Sofosbuvir (generic Harvoni)

HOW DOES ANTIVIRAL TREATMENT HELP?

Antiviral treatment can reduce the amount of HBV or HCV in your body. It also lowers the risk of liver problems, such as cirrhosis (liver scarring), liver failure, and liver cancer. Hep C can be cured in 8 to 12 weeks.

WHEN TO CONTACT YOUR HEALTHCARE PROVIDER

If you are showing any symptoms or think you may have hep B or hep C, please contact your doctor. If you ever experience any side effects from any medication or treatment including medication from hep B or hep C contact your doctor.

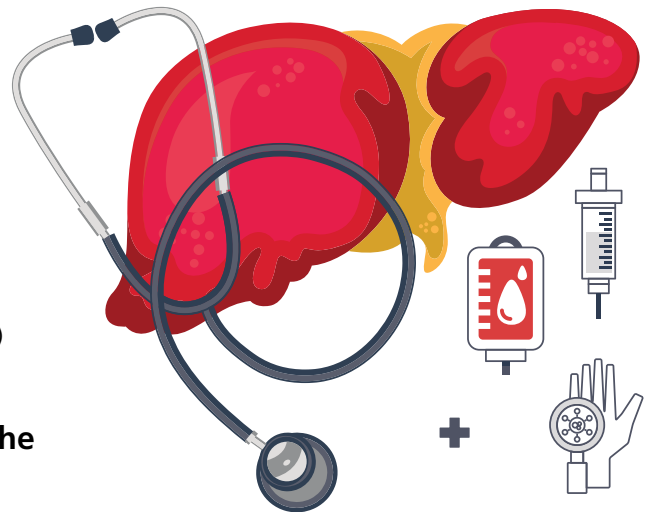
If you ever need any help with coordinating your care, please call the Alameda Alliance for Health (Alliance) Case and Disease Management (CMDM) Department toll-free at **1.877.251.9612** or email

DeptCMDM@alamedaalliance.org.

Source:

www.cdc.gov/hepatitis

hepB.com



IMPORTANT PHONE NUMBERS

Service	Contact Number
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	
Alameda Alliance for Health	1.855.856.0577
Alameda County Behavioral Health Care Services (ACCESS)	1.800.491.9099
Dental Care Services	
Medi-Cal Members: Medi-Cal Dental	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

KEEP IN TOUCH WITH US AND JOIN THE CONVERSATION!



facebook.com/alamedaallianceforhealth



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



[@alamedaallianceforhealth](https://instagram.com/alamedaallianceforhealth)



[@alameda-alliance-for-health](https://linkedin.com/company/alameda-alliance-for-health)



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

NOTICE OF NONDISCRIMINATION

Alameda Alliance for Health (Alliance) complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

LANGUAGE ASSISTANCE SERVICES

English Tagline

ATTENTION: If you need help in your language call **1.877.932.2738** (TTY: **1.800.735.2929**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1.877.932.2738** (TTY: **1.800.735.2929**). These services are at no cost.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ **1.877.932.2738** (TTY: **1.800.735.2929**). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ **1.877.932.2738** (TTY: **1.800.735.2929**). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1.877.932.2738** (TTY: **1.800.735.2929**): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1.877.932.2738** (TTY: **1.800.735.2929**): Այդ ծառայություններն անվճար են:

វ័យ័ស័ខ័ត្តាវ័ណ័វ័ក័វ័ស័ខ័ត្តាវ័ខ័ម័ន័ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវការជំនួយ ជាភាសាខ្មែរ ឬសំឡេង ឬសៀវភៅ ឬទៀត ទូរស័ព្ទ ទៅលេខ **1.877.932.2738** (TTY: **1.800.735.2929**)។ ជំនួយ និង សេវាកម្ម ផ្សេងៗទៀត ដូចជា ឯកសារសរសេរ រឿងកិច្ចសន្យា សៀវភៅ សម្រាប់ជនមានការរីកចម្រើន ឬជនមានការរីកចម្រើន ក៏ដូចជា កម្មវិធីសម្រាប់ស្ត្រី និង ទូរស័ព្ទ ទៅលេខ **1.877.932.2738** (TTY: **1.800.735.2929**)។ សេវាកម្មទាំងនេះ មិនគិតថ្លៃ ឡើយ។

简体中文标语 (Simplified Chinese)

请注意:如果您需要以您的母语提供帮助,请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。我们还提供针对残疾人士的帮助和服务,例如盲文和大字体阅读,提供您方便取用。请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。这些服务都是免费的。

繁体中文标语 (Traditional Chinese)

请注意:如果您需要以您的母语提供帮助,请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。我们还提供针对残疾人士的帮助和服务,例如盲文和需要较大字体阅读,也是方便取用的。请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。这些服务都是免费的。

مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با **1.877.932.2738** (TTY: **1.800.735.2929**) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با **1.877.932.2738** (TTY: **1.800.735.2929**) این خدمات رایگان ارائه می‌شوند.

हदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1.877.932.2738** (TTY: **1.800.735.2929**) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े फ़ॉन्ट में भी दस्तावेज़ उपलब्ध हैं। **1.877.932.2738** (TTY: **1.800.735.2929**) पर कॉल करें। ये सेवाएं नि:शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1.877.932.2738** (TTY: **1.800.735.2929**). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1.877.932.2738** (TTY: **1.800.735.2929**). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は **1.877.932.2738** (TTY: **1.800.735.2929**)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1.877.932.2738** (TTY: **1.800.735.2929**)へお電話ください。これらのサービスは無料で提供しています。

NOTICE OF NONDISCRIMINATION

(CONTINUED FROM PAGE 16)

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1.877.932.2738** (TTY: **1.800.735.2929**) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1.877.932.2738** (TTY: **1.800.735.2929**) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທາງເບີ **1.877.932.2738** (TTY: **1.800.735.2929**). ຍັງມີຄວາມຊ່ວຍເຫຼືອ ແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນນແລະມິດິເພີມໃຫຍ່ ໃຫ້ໄດ້ທາງເບີ **1.877.932.2738** (TTY: **1.800.735.2929**). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1.877.932.2738** (TTY: **1.800.735.2929**). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1.877.932.2738** (TTY: **1.800.735.2929**). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1.877.932.2738** (TTY: **1.800.735.2929**). ਅਪਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1.877.932.2738** (TTY: **1.800.735.2929**)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1.877.932.2738** (линия TTY: **1.800.735.2929**). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1.877.932.2738** (линия TTY: **1.800.735.2929**). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al **1.877.932.2738** (TTY: **1.800.735.2929**). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1.877.932.2738** (TTY: **1.800.735.2929**). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1.877.932.2738** (TTY: **1.800.735.2929**). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1.877.932.2738** (TTY: **1.800.735.2929**). Libre ang mga serbisyong ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1.877.932.2738** (TTY: **1.800.735.2929**) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1.877.932.2738** (TTY: **1.800.735.2929**) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1.877.932.2738** (TTY: **1.800.735.2929**). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1.877.932.2738** (TTY: **1.800.735.2929**). Ці послуги безкоштовні.

Khẩu Hiệu Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1.877.932.2738** (TTY: **1.800.735.2929**). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1.877.932.2738** (TTY: **1.800.735.2929**). Các dịch vụ này đều miễn phí.



ADDRESS AND PHONE NUMBER CHANGES

If you move or get a new phone number, please let us know by calling 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 Programs & Materials Request Form** on page **20**, check the programs or materials that you want, and send it to us. Programs and materials are at 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 calls. We provide 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**.



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 find out 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 meet 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**.

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.



CLASSES & PROGRAM REFERRALS

- Asthma
 - Breastfeeding Support
 - CPR/First Aid
 - Diabetes
 - Diabetes Prevention Program (*prediabetes*)
 - Healthy Eating, Exercise, and Weight
 - Heart Health
 - Parenting
 - Pregnancy and Childbirth
 - Quit Smoking
- (please have Kick It California call me)



MEDICAL ID

- Choose one: Bracelet Necklace
- Asthma
 - Child Adult
 - Diabetes
 - Child Adult



WRITTEN MATERIALS

- Advance Directive (*medical power of attorney*)
- Alcohol and Other Substance Use
- Asthma
- Back Pain
- Birth Control
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Domestic Violence
- Healthy Eating, Exercise, and Weight
 - Child Adult
- Heart Health
- Parenting
- Pregnancy
- Preventive Care
- Quit Smoking
- Safety
 - Child Adult
- Sexual Health
- Stress and Depression
 - Child Adult

Name (self): _____
 Alliance Member ID Number: _____
 Child's Name (if applies): _____
 Child's Member ID Number: _____
 Age of Child: _____
 Address: _____
 City: _____ Zip Code: _____

Written Language: _____
 Spoken Language: _____

The requested materials will be mailed to you. How may the Alliance contact you?

- Please check all that apply:
- Phone: _____
 - Email: _____
 - Text: _____



To order, please complete this form on the member portal
 at www.alamedaalliance.org or mail this form to:

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

Phone Number: **1.510.747.4577** • Toll-Free: **1.855.891.9169**

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