

Alameda Alliance for Health Provider Resource Guide

Free Health Education, Programs, Services & Referrals for Members

Alameda Alliance for Health (Alliance) invites you to refer Alliance members to the health education classes, support groups, phone support, and case management programs listed in this resource directory. The programs included in this listing are either free or the cost is paid by the Alliance. To participate in a program, our members can either call Alliance Health Programs at **1.510.747.4577** or in most cases, can call the program directly.

Program phone numbers are provided throughout this directory. This resource guide is not intended to be a comprehensive list.

Interpreter Services

We offer free language services for members who speak a non-English language or American Sign Language for health education interventions and medical appointments. Members have the right to health care in their language 24 hours a day, 7 days a week. For telephonic interpreters 24/7, providers can call **1.510.809.3986**. If an in-person interpreter is required, please complete the Interpreter Request Form found at www.alamedaalliance.org/providers/provider-forms.

Education Materials

The Alliance has handouts available on various health topics, which we encourage providers to use in educating patients. Materials are available in English, Spanish, Chinese, and Vietnamese. Providers may request copies of these materials, either in an electronic format or hard copy.

Many flyers can also be found on our website at www.alamedaalliance.org/live-healthy.

For more information about health education resources or to refer Alliance members to Health Education Programs by fax, please contact:

Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Members: **1.510.747.4577**

Providers: **1.510.747.6038**

Email: livehealthy@alamedaalliance.org

Fax: **1.877.813.5151**

Fax Form: www.alamedaalliance.org/providers/patient-health-wellness-education

Website: www.alamedaalliance.org

Questions? Please call Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4577**
www.alamedaalliance.org

Please note: Some programs are not being offered due to COVID-19, or may take place by phone or internet.

Asthma

Alameda County: Asthma Start Program

Phone Number: **1.510.383.5181**

www.acphd.org/asthma

Asthma Start provides in-home case management for families of children with asthma ages 0-18 living in Alameda County. The program provides in-home assessment, teaches self-management skills, inspects the home for triggers, and supports the family with housing issues. The program notifies providers regarding their services rendered to specific patients. Families or providers may call the program directly or fill out a fax referral.



Behavioral Health Care/ Drug and Alcohol Treatment

Beacon Health Options

Members: **1.855.856.0577**

The Alliance has one phone number for all behavioral health referrals. Medi-Cal members will first be screened for level of need. Some members may receive services through the Alliance's behavioral health vendor, Beacon Health Options, and others will be referred if appropriate to Alameda County Behavioral Health Care Services (ACCESS).

Breastfeeding

For updates on the Alliance breastfeeding support program, please visit www.alamedaalliance.org/providers/patient-health-wellness-education.

Breastfeeding Classes and Support Groups

Members: **1.510.747.4577**

Breastfeeding classes and support groups are free to all Alliance members. Members can call the numbers below to enroll, or the Alliance staff can help members find a class or support group in their area.

- AltaBatesSummitMedicalCenter: **1.510.204.6546**
- Eden Medical Center (call the Alliance): **1.510.747.4577**
- La Leche League: llnocal.org
- Washington Hospital: **1.510.818.5040**
- West Oakland Health Council (East Oakland and West Oakland Clinic): **1.510.835.9610 ext. 2080**

Case and Disease Management (CMDM)

Alliance CMDM Program

Members: **1.877.251.9612**

www.alamedaalliance.org/providers

This telephonic program is designed to assist in managing the care of medically complex members by coordinating services and supporting members to improve patient outcomes and member satisfaction. Please use the referral form on our website.

Alliance Health Homes Program (HHP)

Toll-Free: **1.877.932.2738**

The Alliance HHP provides eligible members who have complex medical and social needs and chronic conditions with a local care team to help coordinate and manage their care. Please direct members who need HHP services to call the Alliance Member Services Department.

Community-Based Adult Services (CBAS)

Members: **1.877.251.9612**

CBAS refers to an outpatient, facility-based program that delivers skilled nursing care, social services, therapies, personal care, meals, and transportation. This service is for at-risk patients who need supervision and support in order to remain living in their homes. Members must be 18 years and older, an active member in Alliance Medi-Cal, and meet CBAS eligibility and medical necessity criteria. Please call the Alliance CMDM Department for more information.



Dental Care

The dental care network depends on the program that our member is enrolled in.

Alliance Group Care

Alameda County Public Authority: **1.510.577.3552**

Alliance Medi-Cal

Denti-Cal: **1.800.322.6384**

Healthy Teeth, Healthy Communities

Alameda County Office of Dental Health

Call to Enroll: **1.510.208.5910**

Free preventive dental care coordination for Medi-Cal members 0-20 years of age.

Diabetes

Diabetes classes and programs teach self-management skills. The classes offer educational materials, nutrition and exercise tips, and more.

Alameda County: Diabetes Program

Referrals: **1.510.383.5185**

www.acphd.org/diabetes

American Diabetes Association (ADA)-recognized program. Classes and support groups offered in English and Spanish.

Alta Bates Summit Diabetes Center

3030 Telegraph Ave., Berkeley

Phone Number: **1.510.204.1081**

www.sutterhealth.org/absmc/services/diabetes

ADA-recognized program. New classes start weekly. Please use the referral form on their website.

Questions? Please call Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4577**
www.alamedaalliance.org

Bay Area Diabetes and Wellness Center

1904 Franklin St., Suite 250, Oakland

Referrals: **1.510.922.8208**

ADA-recognized program. Offers a combination of group classes and individual consultations for people with diabetes or pre-diabetes.



Eden Medical Center

20101 Lake Chabot Road, Castro Valley

Referrals: **1.510.727.3032**

www.sutterhealth.org/eden

Physician referral required. Please call and ask for fax referral form.

Stanford Health Care ValleyCare

5725 W. Las Positas Blvd., Suite 220, Pleasanton

Referrals: **1.925.416.6720**

www.valleycare.com/service-diabetes.aspx

Gestational diabetes only. ADA-recognized program. Physician referral required.

Washington Hospital Outpatient Diabetes Center

1900 Mowry Ave., Fremont

Referrals: **1.510.818.6556**

www.whhs.com/diabetes

ADA-recognized program. Offers diabetes support group that meets monthly and diabetes education series presented every other month.

Domestic Violence

Alameda County Family Justice Center

Phone Number: **1.510.267.8800**

www.acfjc.org

This center provides crisis intervention, legal services, and arranges for medical and mental health services, shelters and other services necessary for victims and their families.

Family Violence Law Center

Phone Number: **1.510.208.0220**

24-Hour Crisis Hotline: **1.800.947.8301**

www.fvlc.org

This center offers crisis intervention, legal assistance with restraining orders and limited family law matters, and teen violence prevention programs.

HIV/AIDS

AIDS Project of the East Bay

Phone Number: **1.510.663.7979**

www.apeb.org

Provides primary care and health education to residents of Alameda County.

East Bay AIDS Center

Phone Number: **1.510.869.8400**

Part of the Alta Bates Summit Medical Center campus. By appointment only.

Heart Health

Alameda County: Hypertension Program

Phone Number: **1.510.383.5185**

www.acphd.org/diabetes/hypertension

Group classes offered in various locations. Topics include: what is hypertension, heart attack, lifestyle modifications, and nutrition.

Heart 2 Heart Program

Phone Number: **1.510.549.5431**

Free blood pressure screenings and health education drop-in clinic at various locations in Berkeley and Oakland, in English and Spanish.

Local Hospitals

Local hospitals offer education on heart disease (ValleyCare) and stroke (Washington), and support groups for stroke (Alta Bates Summit, Eden, Washington, and Mended Hearts (Washington)).

Independent Living

Assistance and referrals for people with disabilities and older adults. Resources include housing and legal referrals, travel training, assistive devices, caregiving, food and nutrition, and much more.

Alameda County Senior Information

Toll-free: **1.800.510.2020**
www.alamedasocialservices.org
 Senior information and referrals.

Center for Independent Living, Inc.

Phone Number: **1.510.841.4776**
 Video Phone: **1.510.356.2662**
www.thecil.org

Serves people with disabilities in the Alameda/Berkeley/Oakland area.

Community Resources for Independent Living

Phone Number: **1.510.881.5743**
 TTY: **1.510.881.0218**
www.crilhayward.org

Serves people with disabilities in the Hayward/Fremont/Livermore area.

Injury Prevention

CPR and First Aid Classes
 Members: **1.510.747.4577**

The Alliance pays the cost of adult and infant CPR, and First Aid classes. Alliance members can call us to enroll.

Alameda County EMS Car Seat Inspection Station

Phone Number: **1.510.618.2050**
 Certified Child Passenger Safety Technicians assist with the proper harnessing and installation of car seats. Alliance members can call to schedule an appointment.

Nutrition, Exercise and Healthy Weight

Alliance Health Programs can refer members to additional nutrition or healthy weight classes or meetings offered by local clinics, government programs and non-profits.

Alameda County Cooking for Health Academy

Phone Number: **1.510.268.4221**
 Email: **dale.murai@acgov.org**
 Series of six (6), 2-hour classes teaching nutrition education, food safety, and cooking skills.

Alameda County Food Bank & CalFresh

Toll-Free: **1.800.870.3663**
foodnow.net
 Resources from the Alameda County Food Bank to connect people to the food they need.

Alliance Diabetes Prevention Program (DPP)

Members: **1.510.747.4567**
www.alamedaalliance.org/providers/patient-health-wellness-education
 Year-long program for adults at risk for type 2 diabetes that includes lessons, health coaching, and peer support. Online and in-person options. Please use the referral form on our website. Members can also call to enroll.



Healthy Parks Healthy People Wellness Walks

Toll-Free: **1.888.327.2757**
www.ebparks.org
 Drop-in group walks led by park naturalists at East Bay regional parks. Please visit the website for list of events.

**Healthy Together Nutrition Class
 Benioff Children’s Hospital Oakland**

Phone Number: **1.510.428.3772**
www.childrenshospitaloakland.org/main/departments-services/clinical-nutrition-10.aspx
 One-time class in English or Spanish taught by a Registered Dietitian (RD). Patients ages 5 to 18 who are referred to Benioff Children’s Hospital for weight management attend with their parents. After attending the class, families may arrange a one-on-one visit with an RD. Please use the link above for details and referral form; include the class name in your comments. Patients with other conditions may need a specialist referral in addition to or instead of this class.

Project Open Hand

1921 San Pablo Ave., Oakland
 Phone Number: **1.510.622.0221**
www.openhand.org/get-meals/wellness-programs

Provides nutrition counseling and fresh groceries or frozen meals for pickup or delivery in Oakland to people living with certain illnesses. Please use the referral form on their website.

WW (formerly Weight Watchers)

Members: **1.510.747.4577**

The Alliance will connect eligible adult members interested in WW with a local wellness workshop and vouchers to attend for free. Workshops cover healthy eating topics and peer support to lose weight. Members can contact the Alliance and submit a copy of their check-in booklet to request additional vouchers after attending the first series of five (5) workshops.



Women, Infants, and Children (WIC)

Toll-Free: **1.888.942.9675**
www.wicworks.ca.gov

WIC agencies provide nutrition education, supplemental food, and breastfeeding support to pregnant and postpartum women, infants, and children up to age five (5).

Websites

- cachampionsforchange.cdph.ca.gov
- health.gov/moveyourway
- healthyeating.nhlbi.nih.gov
- www.cdc.gov/healthyweight
- www.eatfresh.org
- www.fmfinder.org

These websites offer information on local farmer’s markets, nutrition, recipes, and physical activity.

Parenting

4Cs of Alameda County

Phone Number: **1.510.582.2182**
www.4c-alameda.org

Offers free tip sheets, classes and workshops. Members can call for information about the type of classes, days/ times. Serves San Leandro to Fremont area.

Alameda County: Fatherhood Initiative

Phone Number: **1.510.667.4343**
www.acphd.org/fatherhood-initiative

Provides parenting education and male-centered case management. They host a Boot Camp for New Dads workshop quarterly and group meetings monthly.

BANANAS, Inc.

Phone Number: **1.510.658.7353**
www.bananasbunch.org

Offers parent support services and child development instruction to residents of Alameda County and are usually free. Serves Oakland and Berkeley area.

Hively

Phone Number: **1.925.417.8733**
www.behively.org

Free events and workshops. Serves Dublin, Livermore, and Pleasanton.

Family Paths

Toll-Free Helpline: **1.800.829.3777**
www.familypaths.org

24-hour Parenting Stress Helpline offers crisis support, resources, and referrals.

Help Me Grow

Toll-Free: **1.888.510.1211**
www.first5alameda.org/help-me-grow

First 5 program that offers resources for early childhood development.

Local Hospitals

Members: **1.510.747.4577**

Several hospitals offer newborn care and parenting classes. Alliance members may enroll directly with the hospitals or call us.

Pregnancy and Childbirth

Members: **1.510.747.4577**

The Alliance pays for childbirth education for members at your delivery hospital. Alliance staff can facilitate the arrangements, or our members may sign up directly with the hospital. The hospital bills the Alliance for members who participate in their childbirth education programs.



Alameda County: Black Infant Health

1100 San Leandro Blvd., San Leandro
Phone Number: **1.510.618.1967**

Weekly group sessions for African American women 18 years of age and older who are up to 30 weeks pregnant. Provides education, support, and case management.

Smoking Cessation

The Alliance does not require members to be enrolled in a quit program to receive nicotine patch and/or drugs. However, participating in a program can help increase the chance of success.

California Smokers' Helpline

Cantonese/Mandarin: **1.800.838.8917**

English: **1.800.662.8887**

Spanish: **1.800.456.6386**

Vietnamese: **1.800.778.8440**

People with hearing and speaking impairments (TTD/TTY): **1.800.933.4833**

Vaping: **1.844.866.8273**

Chewing tobacco: **1.800.844.2439**

www.nobutts.org

There is also a program for pregnant smokers.

City of Berkeley Quit Smoking Class

Phone Number: **1.510.981.5330**

Email: **quitnow@cityofberkeley.info**

"Freedom from Tobacco" quit smoking classes is an eight (8)-class series. Alliance members can call to sign up.

Nicotine Anonymous

Toll-Free: **1.877.879.6422**

www.nica-norcal.org/meetings

www.nicotine-anonymous.org

Nicotine Anonymous brings together groups of people who have felt the grip of nicotine addiction. The primary purpose is to help others to live free of nicotine. Meetings can be in-person, online, or over the phone.

Smokefree.gov

Toll-Free: **1.877.448.7848**

www.smokefree.gov

Connect with a specialist in English or Spanish to get information and answers about quitting smoking. Visit online to receive tools, tips, and resources.

Vision Care

The provider of vision care depends on the Alliance plan in which the member is enrolled.

Alliance Group Care Members

EyeMed: **1.866.723.0514**

Alliance Medi-Cal Members

March Vision Care: **1.844.336.2724**

Information and Referral Numbers

Alameda County 2-1-1

Toll-Free: **211**

www.211alamedacounty.org

Provides housing information, and critical health and human services referrals.

Alameda County Family Health Line

Toll-Free: **1.888.604.4636**

Referrals to health care and support services.

If you find an error in this resource directory, you can report the error by contacting Alliance Health Programs:

Phone Number: **1.510.747.6038**

Email: **livehealthy@alamedaalliance.org**

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