

# Alameda Alliance for Health Provider Resource Guide

## Free Health Education, Programs, Services & Referrals for Members

**A**lameda 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/language-access](http://www.alamedaalliance.org/providers/language-access).

### 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, Vietnamese, and Tagalog. Providers may request copies of these materials, either in an electronic format or hard copy.

Many handouts can also be found on our website at [www.alamedaalliance.org/live-healthy](http://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](mailto:livehealthy@alamedaalliance.org)

Fax: **1.877.813.5151**

Fax Form: [www.alamedaalliance.org/providers/patient-health-wellness-education](http://www.alamedaalliance.org/providers/patient-health-wellness-education)

Website: [www.alamedaalliance.org](http://www.alamedaalliance.org)

**Questions?** Please call Alliance Health Programs  
Monday – Friday, 8 am – 5 pm  
Phone Number: **1.510.747.4577**  
[www.alamedaalliance.org](http://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](http://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 (1) 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 (Beacon), and others will be referred if appropriate to Alameda County Behavioral Health Care Services. Beacon provides substance use treatment for Alliance Group Care members.

**Alameda County Substance Use Treatment & Referral Helpline**

Medi-Cal members: **1.844.682.7215**

**www.acbhcs.org/substance-use-treatment**

Screening and referrals to any substance use level of care within Alameda County Behavioral Health Care Services.

**Breastfeeding**

**Alta Bates Summit Medical Center Lactation Consults**

Members: **1.510.204.6546**

Members can call to schedule an appointment with a lactation consultant.

**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**
- Stanford Health Care – ValleyCare (call the Alliance): **1.510.747.4577**
- La Leche League: **llnocal.org**
- Washington Hospital: **1.510.818.5040**
- West Oakland Health: **1.510.835.9610 ext. 2080**
- Kaiser San Leandro: **kp.org/sanleandro/prenatal**

**Case and Disease Management (CMDM)**

**Alliance CMDM Program**

Members: **1.877.251.9612**

**www.alamedaalliance.org/providers/case-and-disease-management**

This telephonic program is designed to assist in managing the care of medically complex members. Our team of nurses, social workers, and health navigators offer support and coordination of services to improve patient outcomes and member satisfaction across the care continuum. Please call or use the referral form on our website.

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**www.alamedaalliance.org**

**Community-Based Adult Services (CBAS)**

Members: **1.877.251.9612**

**www.alamedaalliance.org/providers/case-and-disease-management**

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 use the referral form on our website or call 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**

**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.

**Alta Bates Summit Diabetes Center**

**3030 Telegraph Ave., Berkeley**  
 Phone Number: **1.510.204.1081**  
[www.sutterhealth.org/absmc/services/diabetes](http://www.sutterhealth.org/absmc/services/diabetes)

ADA-recognized program. Physician referral required.



**Eden Medical Center**

**20101 Lake Chabot Road, Castro Valley**  
 Referrals: **1.510.727.3032**  
[www.sutterhealth.org/eden/services/diabetes](http://www.sutterhealth.org/eden/services/diabetes)

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**  
[valleycare.com/medical-clinics/diabetes-program.html](http://valleycare.com/medical-clinics/diabetes-program.html)

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](http://www.whhs.com/diabetes)

ADA-recognized program. Physician referral required. Offers diabetes support group that meets monthly and diabetes education series presented every other month that are open to the public.

**Domestic Violence**

**Alameda County Family Justice Center**

Phone Number: **1.510.267.8800**  
[www.acfjc.org](http://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](http://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 Housing Information Project (AHIP)**

Phone Number: **1.510.537.2600**  
[www.edenir.org/contact-ahip](http://www.edenir.org/contact-ahip)

Offers free needs assessment and resource referrals to housing and social services in Alameda County.

**HIV/AIDS Clinics**

Members: **1.510.747.4567**  
 Providers: **1.510.747.4510**  
[www.alamedaalliance.org/help/find-a-doctor](http://www.alamedaalliance.org/help/find-a-doctor)

To find clinics or providers that specialize in HIV/AIDS, please search the online provider directory or call the Alliance.

**Heart Health**

**Alameda County: Hypertension Program**

Phone Number: **1.510.383.5185**  
[www.acphd.org/diabetes/hypertension](http://www.acphd.org/diabetes/hypertension)

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

**Local Hospitals**

Local hospitals offer education on heart disease (ValleyCare) and support groups for stroke (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**

**seniorinfo.acgov.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 online program for Medi-Cal adults at risk for type 2 diabetes that includes lessons, health coaching, and peer support. Please use the referral form on our website. Members can also call to enroll.



## Healthy Together Nutrition Class

### Benioff Children's Hospital Oakland

Providers: **1.510.428.3772**

**www.ucsfbenioffchildrens.org/clinics/nutrition-counseling-clinic/refer**

One-time class in English or Spanish taught by a Registered Dietitian (RD). Patients ages 5-18 who are referred to Benioff Children's Hospital for weight management attend with their parents. Please use the form at the link above and place a referral for "ambulatory referral to clinical nutrition"; include "Healthy Together Nutrition Class" and "ENG" or "SPA" in your comments. Patients with other conditions may need a specialist referral in addition to or instead of this class.

## Multicultural Wellness Programs East Bay Regional Parks

Toll-Free: **1.888.327.2757**

**www.ebparks.org/WF**

**www.ebparks.org/WellnessWalks**

Group walks led by park naturalists at East Bay regional parks and virtual fitness sessions. Please visit the website for list of events.

**Questions?** Please call Alliance Health Programs

Monday – Friday, 8 am – 5 pm

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**www.alamedaalliance.org**

**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 local or online wellness workshops and the WW app (eTools). Workshops cover healthy eating topics and peer support to lose weight.



**Women, Infants, and Children (WIC)**

Toll-Free: **1.888.942.9675**  
**myfamily.wic.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. Serves San Leandro to Fremont area.

**Alameda County: Fatherhood Initiative**

Phone Number: **1.510.667.4340**  
**www.acphd.org/fatherhood-initiative**

Provides parenting education and male-centered case management. They host Boot Camp for New Dads, anger management program, and fatherhood group.

**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 Parenting Classes & Helpline**

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

24-hour Parenting Stress Helpline offers crisis support, resources, and referrals. Alliance members can also request to sign up for positive parenting and fatherhood & co-parenting class series.

**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.



**Alameda County: Black Infant Health**

1100 San Leandro Blvd., San Leandro  
Phone Number: **1.510.821.1727**

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

**Alameda County: Starting Out Strong**

Phone Number: **1.510.667.4333**  
Email: **homevisiting@acgov.org**  
**acphd.org/mpcah**

Starting Out Strong programs offer family support services and health education to people who are pregnant, parenting a child under 36 months, or have suffered a pregnancy loss and want to become pregnant again. Referral form is available on their website.

**Smoking Cessation**

The Alliance does not require members to be enrolled in a quit program to receive tobacco treatment medicines. However, participating in a program can help increase the chance of success.

**Kick It California (formerly California Smokers' Helpline)**

English: **1.800.300.8086**  
Spanish: **1.800.600.8191**  
**kickitca.org**

**Asian Smokers' Quitline**

Cantonese/Mandarin: **1.800.838.8917**  
Vietnamese: **1.800.778.8440**  
**asiansmokersquitline.org**

Kick It California and Asian Smokers' Quitline offer telephone counseling to quit smoking, vaping, and smokeless tobacco. Interpreters offered.

**City of Berkeley Quit Smoking Class**

Phone Number: **1.510.981.5330**  
Email: **quitnow@cityofberkeley.info**

"Freedom from Tobacco" quit smoking classes is an 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**

Alameda County Public Authority: **1.510.577.3552**

**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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