

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 **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. Our providers or members may call the Alliance Member Services Department at **510.747.4567** to schedule an interpreter.

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: **510.747.4577**

Providers: **510.747.6038**

Email: **livehealthy@alamedaalliance.org**

Fax: **1.877.813.5151**

Fax Form: **www.alamedaalliance.org/providers/health-education-and-wellness-resources**

Website: **www.alamedaalliance.org**

Questions? Call the Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **510.747.4577**
www.alamedaalliance.org

LAST UPDATED: NOVEMBER 2018

Asthma

Alameda County Public Health: Asthma Start Program

Phone Number: **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 also collaborates with the school and/or daycare providers as needed. The program notifies providers regarding their services rendered to specific patients. The Alliance reimburses the program for services. Families or providers may call the program directly or fill out a fax referral.



Behavioral Health/ Drug and Alcohol Treatment Beacon Health Options

Toll-Free: **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 Alliance Lactation Partners

Our breastfeeding partners are International Board Certified Lactation Consultants (IBCLC). They can offer free support by phone or in the home for any mother who is an Alliance member or for the mother of a child member.

- Allana Samuel: **510.999.6455**
- Brandi Gates: **510.372.3026**
- Tina Benitez (Spanish and English): **510.206.7080**

Breastfeeding Classes and Support Groups

Members: **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.

- Alta Bates Summit Hospital: **510.204.6546**
- Eden Hospital (call the Alliance): **510.747.4577**
- La Leche League: llnocal.org/localgroups.html
- St. Rose Hospital: **510.264.4044**
- Tri-City Health Center: **510.456.3584**
- Washington Hospital: **510.818.5041**
- West Oakland Health Council (East Oakland and West Oakland Clinic): **510.835.9610 ext. 2272**

Case and Disease Management Alliance Case and Disease Management Program

Toll-Free: **1.877.251.9612**

www.alamedaalliance.org/providers/medical-management/case-and-disease-management-program

The Alliance Case and Disease Management 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 find the referral form on our website.

Childbirth Education

Members: **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.

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 to eligible Medi-Cal beneficiaries enrolled in a managed care plan. 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 Case and Disease Management Department for more information.



Dental Care

The provider of dental care depends on the program in which our member is enrolled.

Alliance Group Care

Delta Dental: **1.888.335.8227**

Alliance Medi-Cal

Denti-Cal: **1.800.322.6384**

Healthy Teeth, Healthy Communities Alameda County Office of Dental Health

Call to Enroll: **510.208.5910**

Free preventive dental care coordination for Medi-Cal members ages 0-20.

Diabetes

Diabetes classes and programs teaches self-management skills for those who have diabetes such as blood sugar testing and monitoring, how and when to access health care, how to work with the primary care provider, and medication administration and timing. The classes offer educational materials, nutrition and exercise tips, and more.

Alameda County Diabetes Program

Referrals: **510.383.5185**
www.acphd.org/diabetes

American Diabetes Association (ADA) recognized program. Classes offered in English, Spanish, Farsi, Punjabi, Hindi and Urdu. The Alliance reimburses the program for services.



Alta Bates Summit Diabetes Center

3030 Telegraph Ave., Berkeley
 Phone Number: **510.204.1081**
www.altabatessummit.org/diabetes

American Diabetes Association (ADA) recognized program. New classes start weekly. Please find the referral form on their website.

Bay Area Diabetes and Wellness Center

1904 Franklin St., Suite 801, Oakland
 Referrals: **510.922.8208**

American Diabetes Association (ADA) recognized program. Offers a combination of group classes and individual consultations for people with diabetes or pre-diabetes. Please find the referral form on their website.

Eden Medical Center

20101 Lake Chabot Road, Castro Valley
 Referrals: **510.727.3032**
www.edenmedicalcenter.org

Please find the referral form under “Classes & Events” at the website, then call to register. Physician referral required.

Questions? Call the Alliance Health Programs
 Monday – Friday, 8 am – 5 pm
 Phone Number: **510.747.4577**
www.alamedaalliance.org

Stanford Health Care ValleyCare

5725 W. Las Positas Blvd., Suite 220, Pleasanton
 Referrals: **925.416.6710**
www.valleycare.com

American Diabetes Association (ADA) recognized program. Physician referral required.

Washington Hospital Outpatient Diabetes Center

3575 Beacon Avenue, Fremont
 Referrals: **510.745.6556**
www.whhs.com/diabetes

American Diabetes Association (ADA) recognized program.

Domestic Violence

Alameda County Family Justice Center

Phone Number: **510.267.8800**
 Toll-Free: **1.800.799.7233**
www.acfjc.org

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

Emergency Shelter Program

Toll-Free: **1.888.339.7233**
www.rubysplace.org

Provides shelter, food, support, and education to women and children victims of domestic violence.

Family Violence Law Center

Phone Number: **510.208.0220**
 24-Hour Crisis Hotline: **1.800.947.8301**
www.fvlc.org

This center offers violence related assistance to women, crisis intervention, legal assistance, support groups, and teen violence prevention programs.

HIV/AIDS

AIDS Project of the East Bay

Phone Number: **510.663.7979**
www.apeb.org

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

East Bay AIDS Center

Phone Number: **510.869.8400**
www.altabatessummit.org/clinical/aids_scvs.html

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



Hypertension

Alameda County Hypertension Class

Phone Number: **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.

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 Area Agency on Aging

Phone Number: **510.577.3530**

www.alamedasocialservices.org

Senior information and referrals.

Center for Independent Living, Inc.

Phone Number: **510.841.4776**

Video Phone: **510.356.2662**

www.cilberkeley.org

Serves people with disabilities in the Berkeley/Oakland area.



Community Resources for Independent Living

Phone Number: **510.881.5743**

TTY: **510.881.0218**

www.crilhayward.org

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

Injury Prevention

CPR and First Aid Classes

Members: **510.747.4577**

Toll-Free: **1.877.932.2738**

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

Alameda County EMS Car Seat Inspection Station

Phone Number: **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 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: **510.268.4221**

Email: **dale.murai@acgov.org**

Series of six, two-hour classes teaching nutrition education, food safety, and cooking skills.

Alameda County Food Bank & CalFresh

Food Helpline: **510.635.3663**

Toll-Free: **1.800.870.3663**

foodnow.net

Resources from the Alameda County Food Bank to connect people to the food they need.

Questions? Call the Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **510.747.4577**

www.alamedaalliance.org

Weight Watchers

Members: **510.747.4577**

The Alliance will connect eligible members interested in Weight Watchers with a local meeting and coupons to attend for free. Meetings cover healthy eating topics and peer support to lose weight. Members can contact the Alliance and submit a copy of their weigh-in record to request additional coupons after attending the first series of 10 classes. For adults, with some exceptions.

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.

Websites

healthyeating.nhlbi.nih.gov

www.cdc.gov/healthyweight

www.eatfresh.org

www.fmfinder.org

www.heart.org/healthyliving

These websites offer information on local farmer's markets, activity programs, good nutrition, recipes and other healthy living referrals.



Parenting

4Cs of Alameda County

Members: **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 Central-South County (San Leandro to Fremont).

Questions? Call the Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **510.747.4577**

www.alamedaalliance.org

BANANAS, Inc.

Members: **510.658.7353**

www.bananasbunch.org

Offers parent support services and child development instruction. Services are open to residents of Alameda County and are usually free. Serves North County (Oakland, Berkeley, and nearby cities).



Child Care Links

Members: **925.417.8733**

www.childcarelinks.org

Free events and workshops. Serves East County (Dublin, Livermore, and Pleasanton).

Family Paths

Hotline: **1.800.829.3777**

www.familypaths.org

24-hour Parent Support Hotline 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: **510.747.4577**

Toll-Free: **1.877.932.2738**

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

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 increase the chance of success for your patient.

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**

Tobacco Chewers: **1.800.844.2439**

www.nobutts.org

California Smokers' Helpline also has a program for pregnant smokers.

City of Berkeley Quit Smoking Class

Phone Number: **510.981.5330**

www.cityofberkeley.info

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



Nicotine Anonymous

Toll-Free: **1.877.879.6422**

www.nica-norcal.org/meetings.html

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**

Text Message: **smokefree.gov/smokefreetxt**

www.smokefree.gov

Connect with a National Cancer Institute Information Specialist to get information and answers about quitting smoking. Visit online to receive tools, tips, and resources. Sign up for SmokefreeTXT to receive 3-5 messages per day (message and data rates may apply).



Vision Care

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

Alliance Group Care

EyeMed: **1.866.723.0514**

Alliance Medi-Cal

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 Public Health

Toll-Free: **1.888.604.4636**

www.achealthcare.org

Referrals to health care and support services.

Questions? Call the Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **510.747.4577**

www.alamedaalliance.org