

Alameda Alliance for Health Provider Resource Guide

Free Health Education, Programs, Services, and 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 guide. These programs are free to members. If there is a fee, the Alliance will pay it. Alliance members can either call the Alliance Health Programs at **1.510.747.4577** or in most cases, can call the program directly.

This resource guide is not intended to be a comprehensive list.

Interpreter Services

Alliance members have the right to health care in their language 24 hours a day, 7 days a week. We offer free language services for members who speak a non-English language or American Sign Language for health education interventions and medical appointments. 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.

Education Materials

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

Many handouts 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**

Email: livehealthy@alamedaalliance.org

Fax: **1.877.813.5151**

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

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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 patients. Families or providers may call the program directly or fill out a fax referral.

Behavioral Health Care/ Drug and Alcohol Treatment

Members: **1.855.856.0577**

The Alliance has one (1) phone number for all behavioral health referrals. Members will first be screened for level of need. Some members may receive services through the Alliance, and others will be referred if appropriate to Alameda County Behavioral Health Care Services.

Alameda County Substance Use Access & Referral Helpline

Alliance Medi-Cal and Alameda Alliance Wellness Members

Toll-Free: **1.844.682.7215**

www.acbhcs.org/substance-use-treatment

Group Care Members

www.alamedaalliance.org/members/group-care/benefits-and-covered-services

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

Behavioral Health Virtual Services Platform

The California Department of Health Care Services (DHCS) launched two (2) free online behavioral health services platforms:

- BrightLife Kids is designed for parents or caregivers and kids ages 0-12
- Soluna for teens and young adults ages 13-25

These web- and app-based platforms offer one-on-one support with coaches (English, Spanish), a resource library, wellness exercises, and peer communities run by trained behavioral health professionals.

www.CalHOPE.org

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.

- Alta Bates Summit Medical Center: **1.510.204.6546**
- Stanford Health Care – Tri-Valley (call the Alliance to enroll in a class): **1.925.416.3598**
- La Leche League: **llnocal.org**
- Washington Hospital: **1.510.818.5040**
- Kaiser San Leandro: **kp.org/sanleandro/prenatal**

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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.

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 Alliance plan that our member is enrolled in.

Alliance Group Care Members

Alameda County Public Authority: **1.510.577.3552**

Alliance Medi-Cal Members

Medi-Cal Dental: **1.800.322.6384**

dental.dhcs.ca.gov

Alameda Alliance Wellness Members

Liberty Dental: **1.888.704.9838**

www.libertydentalplan.com/Find-a-Dentist/Find-a-Dentist.aspx

Alameda County Office of Dental Health

Phone Number: **1.510.208.5910**

dental.acphd.org

Free preventive dental care coordination for Medi-Cal members who are pregnant or are 0-20 years of age. To refer to care coordination services, please complete the form on the website. Members can also call to enroll.

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**

<https://acphd.org/nutrition-services/diabetes>

American Diabetes Association (ADA) recognized program. Classes and support groups offered.

Alta Bates Summit Diabetes Center

2450 Ashby Ave., Room #2765, Berkeley

Referrals: **1.510.204.1081**

www.sutterhealth.org/absmc/services/diabetes

ADA recognized program. Physician referral required.

Sutter East Bay Medical Foundation – Diabetes and Nutrition Education

20101 Lake Chabot Road, Castro Valley

Referrals: **1.510.727.8370**

www.sutterhealth.org/eden/services/diabetes

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

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Washington Hospital Diabetes Program

1900 Mowry Ave., Fremont

Referrals: **1.510.818.6556**

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

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 Housing Information Project (AHIP)

Phone Number: **1.510.537.2600**

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

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

Heart Health

Local Hospitals

Stanford Health Care Tri-Valley offers education on heart disease and support groups for stroke.

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 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**

www.thecil.org

Serves people with disabilities in the Berkeley/Oakland area.

Community Resources for Independent Living

Phone Number: **1.510.881.5743**

www.crilhayward.org

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

Injury Prevention

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.

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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: **1.510.747.4577**

www.alamedaalliance.org/providers/patient-health-wellness-education

Year-long online program for adult Medi-Cal members at risk for type 2 diabetes that includes nutrition lessons, health coaching, and incentives for participating (up to \$100). Please use the referral form on our website. Members can also call Alliance Health Programs to enroll.

Healthy Together Nutrition Class

UCSF Benioff Children's Hospital Oakland

Providers: **1.510.428.3772**

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

One-time class in English or Spanish taught by a Registered Dietitian (RD). Patients ages 5-18 who are referred to UCSF Benioff Children's Hospital for weight management attend with their parents. Please use the link above to 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 Walks East Bay Regional Parks

Toll-Free: **1.888.327.2757**

www.ebparks.org/WellnessWalks

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

Oakland Activity Guide

Oakland Unified School District and the City of Oakland

www.inplay.org/r/oakland

Search online for local summer and after-school activities for children and youth.

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.

Women, Infants, and Children (WIC)

Toll-Free: **1.800.852.5770**

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

The following websites offer information on local farmer's markets, nutrition, recipes, and physical activity.

https://calfreshhealthyliving.cdph.ca.gov

health.gov/moveyourway

healthyeating.nhlbi.nih.gov

https://www.cdc.gov/healthy-weight-growth/about

www.eatfresh.org

www.fmfinder.org

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Parenting

Alameda County: Fatherhood Initiative

Phone Number: **1.510.667.4333**

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.

Community Child Care Council (4Cs) of Alameda County

Phone Number: **1.510.582.2182**

4calameda.org

Offers free tip sheets, classes and workshops. Serves San Leandro to Fremont area.

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 and co-parenting class series.

Help Me Grow

Toll-Free: **1.888.510.1211**

www.first5alameda.org/about-us/strategic-plan/help-me-grow

First 5 program that offers resources for early childhood development.

Hively

Phone Number: **1.925.417.8733**

www.behively.org

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

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 the Alliance for help.

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: **1.510.618.2019**

Weekly group sessions for African American pregnant and parenting people 18 years of age and older. Provides education, support, and case management.

Alameda County: Starting Out Strong

Phone Number: **1.510.667.4333**

Email: **homevisiting@acgov.org**

<https://startingoutstrong.info>

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. A referral form is available on their website.

Alliance Doula Program

Members: **1.510.747.4567**

bit.ly/47wzqG6

Doulas are birth workers who provide support and education to pregnant and postpartum members, including help with breastfeeding. Members can visit the online Alliance Provider Directory or call to find a doula near them.

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Smoking Cessation

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

Asian Smokers' Quitline

Cantonese/Mandarin: **1.800.838.8917**

Korean: **1.800.556.5564**

Vietnamese: **1.800.778.8440**

asiansmokersquitline.org

City of Berkeley: Tobacco Treatment Class

Phone Number: **1.510.981.5330**

Email: **quitnow@cityofberkeley.info**

Class series to help adults ages 18 and older quit smoking or using other tobacco products. Alliance members can call or email to sign up.

Kick It California (formerly California Smokers' Helpline)

English: **1.800.300.8086**

Spanish: **1.800.600.8191**

kickitca.org

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

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 vision care network depends on the Alliance plan that our member is enrolled in.

Alliance Group Care Members

Alameda County Public Authority: **1.510.577.3552**

Alliance Medi-Cal Members

March Vision Care: **1.844.336.2724**
marchvisioncare.com/find.aspx

Alameda Alliance Wellness Members

Vision Service Plan (VSP) Advantage: **1.855.492.9028**

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 guide, please contact us:

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Email: **livehealthy@alamedaalliance.org**

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