

# Alameda Alliance for Health Provider COVID-19 Resource Guide



## Health Care Services

### COVID-19: Symptoms, Testing and Treatment

If you are not the patient's treating provider, refer the patient to his/her call primary care doctor's office for care.

Health Professional Resources for Clinical Guidelines and Testing Protocols:  
[www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html](http://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html)

### Alameda Alliance for Health (Alliance) Resources

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

#### Alliance Provider Billing/Claims Information:

Alliance Provider Services Department  
Monday - Friday, 7:30 am – 5 pm  
Phone Number: **1.510.747.4510**  
Email: [providerservices@alamedaalliance.org](mailto:providerservices@alamedaalliance.org)  
[www.alamedaalliance.org/providers/billing/claims/](http://www.alamedaalliance.org/providers/billing/claims/)

#### Alliance Members:

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/members/](http://www.alamedaalliance.org/members/)

#### Alliance 24/7 Advise Nurse Line:

Medi-Cal Toll-Free: **1.888.433.1876**  
Group Care Toll-Free: **1.855.383.7873**

### Case Management

#### Alliance Case Management:

[www.alamedaalliance.org/providers/case-and-disease-management/](http://www.alamedaalliance.org/providers/case-and-disease-management/)

#### County-Wide Area Agency on Aging Info & Assistance:

Phone Number: **1.510.577.3530** or **1.800.510.2020**

#### Geriatric Assessment and Response Team:

Phone Number: **1.510.383.5103**

## Provider COVID-19 Resource Guide

<b>Case Management (Cont.)</b>	<p><b>Legal Assistance for Seniors &amp; Housing Related Crises:</b> Phone Number: 1.510.832.3040</p> <p><b>DayBreak Rapid Response Case Management:</b> Phone Number: 1.510.834.8314</p> <p><b>Senior Help Line (Fremont, Newark, Union City and Hayward):</b> Phone Number: 1.510.574.2041</p> <p><b>Other Alameda County Senior Services:</b> <a href="http://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/aaa_senior_ia.cfm">www.alamedasocialservices.org/public/services/elders_and_disabled_adults/aaa_senior_ia.cfm</a></p>
<b>Medications</b>	<p>Encourage members to use mail order delivery services for prescriptions at no cost or receive a 90-day supply of their prescription.</p> <p><b>Mail Order Walgreens:</b> Online: <a href="http://www.alliancerxwp.com/home-delivery">www.alliancerxwp.com/home-delivery</a> Toll-Free: 1.800.345.1985</p> <p>Call local pharmacy for emergency same day delivery prescription or 90-day supply request if needed. Find a pharmacy on our website: <a href="https://alamedaalliance.org/help/find-a-pharmacy/">https://alamedaalliance.org/help/find-a-pharmacy/</a></p>
<b>Mental Health</b>	<p><b>Alliance Mental Health Provider:</b> Beacon Health Options Phone Number: 1.855.856.0577 <a href="http://www.beaconhealthoptions.com">www.beaconhealthoptions.com</a></p> <p><b>County Services (ACCESS):</b> Phone Number: 1.800.491.9099 24 hour Crisis Line: 1.800.273.8255</p>

## Other Services

<b>Food / Meals</b>	<p><b>Meals on Wheels:</b> <a href="http://www.feedingseniors.org/get-meals-1">www.feedingseniors.org/get-meals-1</a></p> <p><b>Project Open Hand:</b> For referrals please call Alliance Member Services</p> <p><b>Open Heart Kitchen:</b>(Call before 1 pm) Phone Number: 1.925.500.8241</p> <p><b>Senior Center and Community Centers:</b> <a href="https://acgovt-my.sharepoint.com/:x:/g/personal/diarra_piggue_acgov_org/EXO1RGp6-uBDkCS7tWntWK0BuLyFmnRhDg4p3bdJGbvGJA?rttime=x_Ce7a3d10g">https://acgovt-my.sharepoint.com/:x:/g/personal/diarra_piggue_acgov_org/EXO1RGp6-uBDkCS7tWntWK0BuLyFmnRhDg4p3bdJGbvGJA?rttime=x_Ce7a3d10g</a></p> <p><b>Alameda County Community Food Bank:</b> Phone Number: 1.800.870.FOOD (3663) or 1.510.635.3663 <a href="http://www.accfb.org/health-and-safety/">www.accfb.org/health-and-safety/</a></p>
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## Other Services (Cont.)

Groceries	<p><b>Mercy Brown Bag:</b> Phone Number: <b>1.510.534.8540 ext. 369</b> Pick-up sites and home delivery</p> <p>For additional County Resources, please call <b>211</b></p>
Social Connections	<p><b>Friendship Line for Emotional Support: 1.800.971.0016</b></p> <p><b>Crisis Support Services</b> has created a call-out program for isolated older adults for the duration of the shelter in place. Contact Clinical Director Andrea Henderson, at <b>ahenderson@crisissupport.org</b></p> <p><b>Well Connected</b> (formerly the Senior Center Without Walls): Phone Number: <b>1.877.797.7299</b></p>
Transportation	<p><b>Transportation Services</b> are covered for members at no cost. Please call the Alliance Member Services to connect the member to services.</p>
Financial & Legal Support	<p><b>Legal Assistance for Seniors:</b> Phone Number: <b>1.510.832.3040</b></p>



### Questions?

Please call the Alliance Provider Services Department

Monday – Friday, 7:30 am – 5 pm

Phone Number: **1.510.747.4510**

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