

MEMBER CONNECT

Fall/Winter 2019

ALAMEDA
Alliance
FOR HEALTH

we are
ALAMEDA COUNTY

Helping People in Our Community Since 1996



BENEFIT SPOTLIGHT:

WHAT YOU NEED TO KNOW ABOUT THE ALLIANCE HEALTH HOMES PROGRAM (HHP)

The Alliance Health Homes Program (HHP) works to coordinate care for physical health, behavioral health, and social services for Alliance Medi-Cal members with complex needs and empower them to play an active role in their own care.

We officially launched our Health Homes Program on July 1, 2019. This program is an example of our commitment to improve the quality of life for our members.

www.alamedaalliance.org

Alameda, California 94502

1240 South Loop Road

Health care you can count on.
Service you can trust.

ALAMEDA
Alliance
FOR HEALTH

PRSRRT STD
US POSTAGE
PAID
Alliance for Health

(Continued on page 2)

BENEFIT SPOTLIGHT: WHAT YOU NEED TO KNOW ABOUT THE ALLIANCE HEALTH HOMES PROGRAM (HHP)

(Continued from page 1)



The federally-funded Health Homes Program, authorized through the Affordable Care Act (ACA), is designed to serve Medi-Cal members who have complex medical needs and multiple chronic conditions – such as asthma, diabetes, or heart failure – who may benefit from member-centered and team-based care coordination. The program provides six (6) core services: comprehensive care management, care coordination (physical health, behavioral health and community-based long-term services and supports), health promotion, comprehensive transitional care, individual and family support, and referrals to community and social support services, like food and housing.

As a part of our efforts to prepare for the program launch, we self-funded a health homes pilot at the beginning of 2017. Our \$1.5 million investment was designed to serve Alliance members who struggle with multiple chronic conditions and would benefit from enhanced care management and coordination. In July, the Alliance transitioned from the self-funded pilot into the federally-funded Health Homes Program with a primary focus on members who struggle with housing

instability, those experiencing homelessness, and individuals in need of palliative care.

“The Alliance’s pilot has been instrumental in helping us understand the complexity of our member’s health outcomes and allowed us to create a stronger system of care,” said Alliance Chief Medical Officer, Dr. Steve O’Brien. “As our traditional health care system continues to evolve towards treating both the physical health and supporting individuals in addressing negative social factors that impact their lives, we anticipate that the Health Homes Program will further our ability to improve the health of our members.”

We have expanded both our internal case management infrastructure and partnerships with community-based care management entities. These care teams can consist of nurse case managers, behavioral health managers, care coordinators, community health workers, and local system navigators. Their primary role is to create plans with Alliance members to meet their physical, mental health and social service needs, as well as to help them better understand and manage their health



conditions. Today, the Alliance has contracts with dozens of organizations at nearly 30 sites throughout Alameda County that are providing care coordination to hundreds of Alliance members.

“The Health Homes Program started with a vision to establish linkages between the Alameda County Care Connect Program, administered by the county’s Health Care Services Agency, and to integrate a variety of health services to improve our member’s experience and quality of life,” said Alliance Chief Executive Officer, Scott Coffin. “The Alliance has been transforming for the past 5 years into a whole person care organization, and we stand committed to investing in community-based partnerships and services that fully integrate physical health, mental health, substance use, housing, and other types of social determinants of health. Our network of more than 7,000 physicians and caregivers are better aligned to deliver coordinated services, and advance our mission to improve the quality of life for every resident in the county.”

The Alliance Case and Disease Management Department, and Provider Services Department are currently reaching out to members who may qualify for the Health Homes Program, and community providers who may identify and refer individuals.

To learn more about the Alliance Health Homes Program (HHP), please visit:

www.alamedaalliance.org

HOW THE ALLIANCE CARES FOR CHILDREN



You might have heard that “an apple a day keeps the doctor away”, but going to see the doctor for check-ups (or well-care visits) is also a healthy habit! Your child’s doctor wants to help your child grow up healthy, answer your questions, and catch and treat any problems early.

The Alliance cares for children by making sure they can get the health care services they need. Our youngest members, up to age 21, can receive early periodic screening, diagnosis and treatment (EPDST) services to treat health and development.

For example, at a check-up or screening, their doctor can:

- Ask about a child’s health and developmental history.
- Do a physical exam.
- Give vaccinations (shots to prevent diseases).
- Screen for concerns with:
 - o Dental or oral health
 - o Development
 - o Hearing
 - o Mental health
 - o Nutrition
 - o Substance use
 - o Vision
 - o Other issues or problems they might find during their exam
- Order tests for anemia, lead, tuberculosis, and other problems.

Do you know when your child’s next check-up is? If not, you can call your child’s doctor to find out and schedule a visit.

If you have questions about how to find a doctor, schedule a visit, or need help with transportation to get to the office visit, please call the Alliance Member Services Department at **1.510.747.4567**.

FAMILY PLANNING CAN BE AN IMPORTANT PART OF LIFE

A LARC CAN HELP

What is a LARC? LARC stands for Long-Acting Reversible Contraception. It's a group of birth control methods that include the implant, progestin Intrauterine Device (IUD), and copper IUD.

Long-Acting: Once a doctor places one of these in the upper arm (implant) or uterus (IUD), they can last for years. The implant lasts up to five (5) years, the progestin IUD three (3) to seven (7) years, and the copper IUD up to 12 years.

Reversible: When your doctor removes it, you can become pregnant right after.

Contraception: LARCs are one of the most effective birth control methods. They work more than 99% of the time. Remember that a LARC will not protect against HIV or other sexually transmitted infections (STIs). They can also cause changes to your periods.

LARCs are a good choice for new moms because they can be placed shortly after giving birth and can be used while breastfeeding. If you're pregnant, talk with your doctor before giving birth to plan what birth control method to use.

You can learn about all of your birth control choices at www.reproductiveaccess.org/resource/bc-fact-sheet/

You can also request a brochure to be mailed to you using the **Alliance Wellness Programs & Materials Request Form on page 12.**



PREGNANCY, BABY, AND YOUR MENTAL HEALTH

Pregnancy and a new baby can be a journey with many ups and downs. Moms-to-be, moms, dads, and partners can sometimes feel overwhelmed, sad, or anxious. These feelings may happen to anyone during pregnancy or the first year after birth.

You or someone you know may have:

- Feelings of anger, worry, or sadness.
- Difficulty caring for yourself or your baby.
- Changes in your eating or sleeping habits.
- Less interest in things you used to enjoy.
- Extreme mood swings.
- Upsetting thoughts that don't go away.

These feelings may go away on their own, or be treated and get better with help. You are not alone. You can talk to your doctor about what treatment is right for you.

Therapy can help too. To find a therapist, please call Beacon Health Options toll-free at **1.855.856.0577**.

If you need help right now, please call the Alameda County Behavioral Health Care Services (ACCESS) toll-free at 1.800.491.9099 or call 911 in an emergency.



Know Your Options

When it Comes to Giving Birth to Your Baby

Your Birth Matters

Babies can be born two (2) ways: Through the vagina or by Cesarean section (C-section). In some cases, C-sections are important and save lives. Sometimes C-sections can be avoided. Having a C-section is a major surgery. That can mean more chances for complications, like infections and heavy blood loss. They also take longer for mothers to heal from.

You can learn about how to reduce your chances of having a C-section, unless it's really needed. Work with your care team to have the healthiest birth for you and your baby. Your voice matters!

For videos and resources please visit www.mybirthmatters.org.

Are you expecting a baby?

Let your care team know that you only want a C-section if it's absolutely necessary.

#MyBirthMatters



Chronic Pain: Alternative Treatments

In order to manage chronic pain, we often think about taking painkillers. There are also non-drug treatments that can work to reduce pain and improve function. Non-drug treatments also do not have as many risks and side effects.

Below are some tips that may help you with chronic pain.

Physical Treatments

- Aqua therapy
- Guided Stretching
- Heat or Ice
- Joint, Spine, and Trigger Point Injections
- Physical Therapy
- Regular Walking
- Surgery Consultation

Pharmacologic Treatments

- Anticonvulsants
- Anti-depressants
- Anti-inflammatory Medications
- Muscle Relaxants
- Nerve Pain Medications
- NMDA Antagonists
- Topical Pain Creams, including Capsaicin, Menthol, Lidocaine, Diclofenac and Ketoprofen

Complementary and Alternative Treatments

- Acupuncture
- Breathing Exercises
- Chiropractic Care
- Community-based Yoga, Tai Chi, Pilates
- Massage
- Mindfulness, Stress Reduction

Cognitive and Behavioral Treatments

- Biofeedback
- Breathing Exercises
- Individual Therapy
- Pain Management Groups
- Sleep Hygiene
- Staying Active
- Visualization and Meditation

You can talk to your doctor before starting any type of treatment to find out if it's right for you. Your doctor may refer you to other providers, like a physical therapist or psychologist. They can also work with you to create a care plan. A care plan for treating chronic pain may combine more than one (1) type of treatment. Your care plan can help you achieve your pain relief goals around feeling better and being able to do more in your daily life.

Did You Know

That You Have the Power to Prevent Type 2 Diabetes?

About one (1) in 10 Americans have type 2 diabetes. Type 2 diabetes is a disease that is caused when blood sugar levels are too high. More than one (1) out of three (3) American adults are at risk for getting diabetes and have a higher blood sugar than normal. Making healthy lifestyle changes that work for you long term can help you prevent type 2 diabetes.



Below are some tips:

1. Lose weight and keep it off

You may be able to prevent or delay type 2 diabetes by losing five (5) to 10 percent of your current weight. For example, if you weigh 200 pounds, your goal would be to lose about 10 to 20 pounds.

2. Follow a healthy eating plan

Eat smaller portions and choose foods with less fat and sugar. This reduces the amount of calories you eat and drink each day.

3. Move more

Exercise can help you lose weight and lower your blood sugar levels. Get at least 30 minutes of physical activity five (5) days a week. If you have not been active, talk to your doctor first. Start slowly and work up to your goal.

4. Don't smoke

Smoking can increase your risk for diabetes. If you already smoke, try to quit. Work with your doctor to create a quit plan or call the California Smokers' Helpline toll-free at **1.800.662.8887**. People with hearing and speaking impairments (TTD/TTY): **1.800.933.4833**.

Ask your doctor about what other changes you can make to prevent or delay type 2 diabetes.

The Alliance has partnered with Solera Health to offer the Diabetes Prevention Program (DPP). DPP is a year-long lifestyle change program to help you adopt healthy habits, lose weight, and reduce your risk of type 2 diabetes.

You can take a 1-minute quiz and see if this program is right for you. Please visit the Alliance website at **www.alamedaalliance.org/live-healthy/dpp** or call the Alliance Member Services Department toll-free at **1.877.932.2738** and ask about the Diabetes Prevention Program (DPP).

ALLIANCE NOTES

IMPORTANT PHONE NUMBERS

Emergency		911
Poison Control		1.800.876.4766
Alameda County Social Services Medi-Cal Center		1.800.698.1118 or 1.510.777.2300
Medi-Cal Plan Enrollment/Changes		1.800.430.4263
Alameda Alliance for Health		
Main Number		1.510.747.4500
Member Services Monday – Friday, 8 am – 5 pm		1.510.747.4567 CRS/TTY: 711
Dental Care Services		
Medi-Cal Members: Denti-Cal		1.800.322.6384
Vision Care Services		
Medi-Cal Members: March Vision Care		1.844.336.2724
Group Care Members: EyeMed		1.866.723.0514
Behavioral Health Care Services		
		1.855.856.0577
Nurse Advice Line		
Medi-Cal Members		1.888.433.1876
Group Care Members		1.855.383.7873, Pin #690

ADDRESS AND PHONE NUMBER CHANGES

If you move or get a new phone number, please call the Alliance Member Services Department at **1.510.747.4567**.

PROGRAM & MATERIALS AT NO COST

Would you like to get more resources or learn more about classes and programs? Just fill out the **Alliance Wellness Program & Materials Request Form** on page **12**, check the programs or materials that you want, and send it to us. To learn more, please call the Alliance Member Services Department at **1.510.747.4567** or visit **www.alamedaalliance.org/live-healthy**. Programs and materials are no cost to you as our Alliance member.

LANGUAGE SERVICES AT NO COST

We offer our Alliance members interpreters for health care visits and health plan documents in your language or other formats such as Braille, audio, or large print. For help with your language needs, please call the Alliance Member Services Department at **1.510.747.4567**.

WANT TO KNOW MORE ABOUT YOUR HEALTH PLAN AND HOW TO GET THE MOST OUT OF YOUR BENEFITS?

Join us for our no cost, new member class to learn more about your benefits.

When you come to the class, you can receive food and a grocery gift card as a thank-you!*

After the class, you'll be able to better understand:

- Your benefits
- How to choose or change your doctor
- Your member rights and responsibilities

Our team is based here in Alameda County and speaks English, Spanish, Chinese, and Vietnamese. We can also provide interpreter services if your language is not spoken by our team.

To sign up for an upcoming class or if you have questions, please call:

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

*Limits may apply

QUALITY IMPROVEMENT PROGRAM

The Alliance has a program to improve care for members. It is the Quality Improvement (QI) program. We look to see if you are getting regular exams, screenings, and tests that you need. We also see if you are happy with the care you get from our providers and the services we provide to you. Each year, we set goals to improve the care our members receive. The goals address care and service. We look yearly to see if we met our goals. To learn more about our QI program goals, progress, and results, please visit **www.alamedaalliance.org/members**. If you would like a paper copy of the QI program, please call the Alliance Member Services Department at **1.510.747.4567**.

NOTICE OF NON-DISCRIMINATION & LANGUAGE ASSISTANCE


The Alliance complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Alliance does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.


If you need help reading this document or would like a different format, please call the Alliance Member Services Department at **1.510.747.4567**.


Si necesita ayuda para leer este documento, llame al Departamento de Servicios al Miembro de Alliance al **1.510.747.4567**.


假如您看不懂本文件，需要協助或其他語文版本，請致電 Alliance 計畫成員服務處，電話 **1.510.747.4567**。


Nếu quý vị cần giúp đỡ đọc tài liệu này, xin gọi Ban Dịch Vụ Hội Viên Alliance tại số **1.510.747.4567**.

 **MEMBER REQUEST FORM – ALLIANCE WELLNESS PROGRAMS & MATERIALS**
 Alameda Alliance for Health (Alliance) provides health education at no cost. We want you to take charge of your health by having the best information possible. Please check off the topics that you want us to send you. You can also request the handouts in other formats. Many handouts can be found at www.alamedaalliance.org.

-  **BOOKS**
- Cookbook (*choose one*):
 - Diabetes
 - Healthy Eating
 - What to do When Your Child Gets Sick

-  **CLASSES & PROGRAM REFERRALS**
- Asthma
 - Alcohol and Other Substance Use
 - Breastfeeding Support
 - CPR/First Aid
 - Diabetes
 - Healthy Weight
 - Heart Health
 - Parenting
 - Pregnancy and Childbirth
 - Quit Smoking
(*please have Smoker's Helpline call me*)
 - Senior Centers/Programs

-  **MEDICAL ID BRACELETS OR NECKLACE**
- Asthma
 - Adult
 - Child
 - Diabetes
 - Adult
 - Child

-  **WRITTEN MATERIALS**
- Advanced Directive
(*medical power of attorney*)
 - Alcohol and Other Substance Use
 - Asthma:
 - Adult
 - Child
 - Back Care
 - Birth Control and Family Planning
 - Breastfeeding
 - Car Seat Safety
 - Diabetes
 - Domestic Violence
 - Exercise
 - Healthy Eating
 - Heart Health
 - Parenting
 - Pregnancy and Childbirth
 - Quit Smoking
 - Safety:
 - Adult
 - Baby
 - Child
 - Senior
 - Sexual Health
 - Stress and Depression

Name (self): _____ Alliance ID Number: _____
 Child's Name (if applies): _____ Child's ID Number: _____
 Age of Child: _____ City: _____ Zip: _____
 Address: _____ Language Preferred: _____
 Daytime Phone: _____ Email Address: _____
 Materials are for: Adult Child Senior

To order, please send this form to:
Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502
 Phone Number: **1.510.747.4577** • Fax Number: **1.877.813.5151**
 People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**