

MEMBER CONNECT

Spring/Summer 2018



Community Pioneer in Health Joins Alliance as Lead Medical Officer

On January 2nd, 2018, Dr. Steve O'Brien joined the Alliance. He will serve as the Chief Medical Officer. His role will be to strengthen our patient-centered care and service coordination for all our members.

Dr. O'Brien is a well-known doctor who has served our county as a health care leader for more than twenty (20) years. Dr. O'Brien has a proven track record

for guiding our neighborhoods to better health. Some highlights of his career include leading the East Bay AIDS Center (EBAC) to become the nation's largest hospital-based HIV program. He also partnered with the Ethnic Health Institute. This program improves health through outreach, education and training. Their key focus is on underserved and diverse groups.

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www.alamedaalliance.org

1240 South Loop Road
Alameda, California 94502



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Chest Pain? Talk to a Doctor

“**W**hat is a symptom of a heart attack?” is a question that might come up in the game show “Jeopardy!” It is also a question that made host Alex Trebek visit the doctor in 2012.

Trebek felt a squeezing, tight pain in his chest, which he thought was just muscle aches caused by doing house chores. But his wife insisted he get medical help, so he went to the doctor.

It was lucky that he listened. Trebek learned that the tightness in his chest was caused by a heart attack.

Other than chest pain, symptoms of a heart attack can include pain in your left arm, heartburn, fatigue and shortness of breath. Women generally have the same symptoms as men but might have other symptoms including nausea and pain in their upper stomach.

What should you do if you think you are having a heart attack? Like Trebek, get medical help and call 911. Sit and stay calm before help arrives.



Would you like to get more resources?

Just fill out the **Wellness Request Form** on **Page 9**, check “**Heart Health**,” and send it to us. To learn more, call the Alliance Member Services Department at **510.747.4567** or visit **www.alamedaalliance.org/live-healthy**.

Heart Disease: How to Help Your Heart

When it comes to your chance of getting heart disease, some risk factors are out of your control: age (your risk goes up as you grow older), sex (men have a greater risk than women, and the risk for women increases after menopause), and background (African Americans and Latino Americans tend to have a higher risk).

Luckily, there are steps you can take to keep your heart healthy.

Here are five (5) ways to help your heart:

1. Call your doctor. Regular blood, sugar and cholesterol tests, weight checks and blood pressure screenings can help you stay ahead of heart disease.

2. Quit using tobacco. Smoking increases your chance of having high blood pressure, blocked arteries and stroke. If you smoke, speak with your doctor about ways to quit.



3. Take your medication. If you have been prescribed medicine to help your health, take it as directed.

4. Maintain a healthy weight. Obesity puts you at greater risk, and losing weight can help your heart. The safest way to lose weight? A low-fat diet with plenty of vegetables, fruit and whole grains, along with daily exercise.

5. Jog or walk in place. Instead of sitting on the couch as you watch your favorite show, stand up and get moving.

TRI-CITY HEALTH CENTER (TCHC)



Tri-City Health Center – Irvington Central Office in Fremont



Tri-City Health Center Leadership Team (from left to right): Jagat Sheth – Chief Financial Officer; Ann Allard-Robinett – Chief Operating Officer; Harsha Ramchandani, MD – Chief Medical Officer; Zettie D. Page, III, M.D., Ph.D., MBA, MSW, MS – Chief Executive Officer

TRI-CITY HEALTH CENTER (TCHC) is dedicated to providing Alliance members in Southern Alameda County with full-service health care. They excel when it comes to having doctors and staff who share the culture and language of the patients they serve. For over 40 years, TCHC's mission has been to **deliver excellent health services in a caring, nurturing, and respectful atmosphere and improve the quality of life for every individual and family in our community.**

TCHC offers medical, behavioral, and dental care to Alliance members in Fremont, Newark, and Union City and beyond. The health center has five (5) clinics in Fremont and three (3) mobile units that travel throughout the Tri-Cities area to serve the community. TCHC also works with schools in Fremont. What sets TCHC apart from other centers is the wide range of health care offered. The health center invests in programs that cater to specific needs of their patients. It covers foot care, eye care, acupuncture, nutrition, and chiropractic care. TCHC offers a women's health clinic, teen clinic, HIV-focused clinic, and transgender clinic. The health center also supports people who live in subsidized housing. All of these programs make it easy for patients to access care. There are case managers on-site to help provide access and links members to resources that they need.

The health center commits to giving their patients wrap-around, full-service care. TCHC adapts healthcare to each person who walks through their door.



For Tri-City Health Center locations, hours, or to schedule an appointment, please call **510.770.8040**. For other questions, please call the Alliance Member Services Department at **510.747.4567**.

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Dr. O'Brien is honored to join the Alliance and excited about his new role. He looks forward to the chance to learn from and partner with our county's Medi-Cal providers to give first-rate patient care and outcomes.

Dr. O'Brien has been a nationally recognized speaker on HIV and healthcare reform, and has served on a number of advisory boards and committees throughout the local and national healthcare arena, including the Bay Area Community Consortium and the National Board of the American Academy of HIV Medicine. Dr. O'Brien has also received the Medical Provider of the Year award from the Alameda County Public Health Department Office of AIDS for his service to our region.

Dr. O'Brien is well-positioned as a community leader to help the Alliance grow into a community-based, patient-centered, whole-person care organization. His work history and years of service to our community aligns with our overall mission and vision to create a healthier community through improved quality of life and better health outcomes for our members for many years to come.

Alliance Improves Quality Scores for the Second Year in a Row and Now Ranks Among the Higher Performing Health Plans in the State.

Each year the state rates how our health plan does compared to other Medi-Cal plans in the state. The state rates plans on how well they provide care and screenings, manage disease, and ensure members get needed services.

Since 2015 the Alliance has worked with our doctors, clinics and loyal members to improve our ratings. Our joint efforts have paid off! In the last two years, we have improved by 26 percent or over one-quarter. The Alliance is now one of the higher performing health plans in California.

"Our relationships with our physicians and caregivers in the community have played a significant role in delivering quality care at the right time for our members," said Alliance CEO, Scott Coffin. "This outcome demonstrates the level of care being delivered to our members in Alameda County and aligns with our greater vision to be the most valued health plan in California. Our shared success could not have been accomplished without the hard work of our dedicated providers, and our loyal members."

The Alliance will keep building on our strength in numbers. We will strive to help our members improve their health, year after year.



Camp Breathe Easy August 9–12 at Camp Arroyo in Livermore

This 4-day camp for children with asthma will happen again this year. Alliance staff will be a part of the Camp Breathe Easy team. At camp, children ages 8-12 play, eat, sleep overnight in cabins and learn about how to live well with asthma. Camp is full of fun, like swimming, games, art, music, dancing, and sports – all with medical staff nearby. **Best of all, campers who are Alliance members can attend for free!**

The camp is sponsored by the UCSF Benioff Children's Hospital, Oakland, together with the Taylor Family Foundation and many other local groups who support kids with asthma.

Contact Alliance Health Programs at **510.747.4577** to learn more about signing up for this year's camp.



PREGNANCY: TIPS FOR A HEALTHY MOM AND BABY

Prenatal care helps moms-to-be and their babies. Your doctor is there to help you have a healthy baby. Stay in touch with your doctor and ask lots of questions.

Pregnant women should follow these tips:

- 1 See your doctor early and often.**
Go to the doctor as soon as you think you are pregnant. Make sure you have your first prenatal visit before you are three (3) months pregnant. Do not skip any appointments. Text **“remind”** to Text4baby™ at **511411** to set up a free reminder for your next visit.*
- 2 Take a prenatal vitamin every day.** It is recommended that prenatal vitamins contain folic acid, iron, calcium, and vitamin D. These vitamins can lessen the risk of certain birth defects.
- 3 Ask your doctor about medicines.** Some medicines are not safe during pregnancy, so you might need to stop taking them.
- 4 Get the flu and Tdap (tetanus, diphtheria, and pertussis) shots.** The flu can be dangerous for pregnant women. A flu vaccine can lower the risk. Tdap shot will help protect your newborn baby from pertussis or whooping cough.



- 5 Eat right.** Choose fruits, vegetables, and high-protein food during pregnancy. Ask your doctor for a list of foods to avoid.
- 6 Prevent gestational diabetes** or diabetes that only occurs during pregnancy. Lose extra weight before pregnancy, keep active and eat foods high in fiber and low in fat and calories.
- 7 Do not smoke, drink alcohol, or use drugs.** These can cause long-term damage to your baby. Ask your doctor for help quitting.

Don't forget to visit your doctor AFTER you give birth. See your doctor between three (3) to eight (8) weeks after your delivery. Your doctor will make sure your body has healed well from the birth. It is also a great time to discuss any plans for future children and birth control options. You have the right to go to any qualified clinic under the Medi-Cal program for family planning.

The Alliance can help expecting families. You can enroll in our free Obstetrics Case Management (OBCM) Program, request free pregnancy fact sheets, and find out about childbirth classes. Just call Alliance Health Programs at **510.747.4577** to learn more.

* Message and data rates may apply.

MEDICATION MATTERS

Taking medication for high blood pressure and cholesterol can help prevent a heart attack. But medication only works—and your health will only improve—if you're taking it as directed.

You might take medicines for high blood pressure called diuretics. If so, you need to get certain lab tests each year. This will tell your doctor if you are taking the right doses, or whether there are side effects that should be addressed. See your doctor at least once a year and ask about any lab tests you may need.



If it is hard for you to recall when to take your pills, put them near something you are sure to see every day, such as your toothbrush or car keys.

If you have side effects, don't be afraid to speak up. Talk to your doctor about finding a medication that works best for you.

GET THE FACTS ON ORGAN DONATION

Most of us have heard MYTHS about organ and tissue donation, but here are three (3) FACTS:

1. One (1) person can save eight (8) lives and enhance 75 other lives through organ and tissue donation.
2. More than 120,000 Americans are waiting for an organ transplant—their last option for a healthy, active life.
3. Over 14 million people have registered to donate!
4. All major religions support or permit organ, eye and tissue donation.



If you are age 13 or older, you can sign up online to be donor—even if you have major health problems. It's easy to join the organ and tissue donor registry at www.donatelifecalifornia.org. Or sign up by checking "YES!" at the DMV when you apply for or renew your driver license or ID.

Donate Life California
www.donatelifecalifornia.org



Are you worried about your heart health? Call the Alliance free Nurse Line for help 24/7: Medi-Cal members, **1.888.433.1876**; Group Care members, **1.855.383.7873, PIN# 690**.

EAT YOUR WAY TO LOWER BLOOD PRESSURE

The right foods can help you reduce or prevent high blood pressure.

For example, the DASH diet, or Dietary Approaches to Stop Hypertension (high blood pressure), includes foods rich in calcium, magnesium and potassium to help lower blood pressure. It focuses on vegetables, fruits, low-fat dairy whole grains, fish, poultry and nuts.

There are also certain foods that help fight high blood pressure. For example:

- Eat oatmeal for breakfast.
- Try adding seeds or fruits to cereal or yogurt.
- Sip hibiscus tea every day.
- Add beets to a salad or try beet juice.
- Use olive oil in place of butter.
- Snack on nuts.

Talk with your doctor about building a heart-healthy diet that works for you.



WELL-CARE VISITS: WELL WORTH YOUR TIME



Taking charge of your health is key to a long life. Regular well-visits with your doctor can help you reach your health goals.

At a well-visit, you can address a health concern before it becomes a problem. You will also get screenings and vaccines to prevent disease. Your doctor might ask you to fill out the “Staying Healthy Assessment.” This short survey helps your doctor know what wellness topics are of most concern. To make the most of your visit, try these tips:

Before your visit:

- Schedule your well-visit ahead of time.
- Request an interpreter to assist you in your preferred language, if needed.
- Inform your doctor of extra help you might need due to a disability.

Bring these with you:

- All drugs, vitamins, herbs and over-the-counter medications you use.
- A list of your questions and concerns.
- Records from other doctors, if needed.

At your visit:

- Share with your doctor your health needs.
- Repeat your doctor’s advice. Make sure you understand it.
- Take notes.

GET ACTIVE EVERY DAY

We all know that exercise is good for our bodies. It can help us lose weight and lower our blood pressure. But it can be hard to get started, and it’s even harder to make fitness a regular habit. Follow these tips to help keep yourself moving:

Make time. 30 minutes a day, five (5) days a week is your goal. If that sounds like a lot, break it into 10-minute sessions. A brisk 10-minute walk, three (3) times a day, for example, will still help you meet your goal.

Make it fun. Invite your best friend along and make exercise a time to catch up, or ask your kids to share their favorite songs and have a dance party.

Make it a family goal. If your family takes part and supports you, you’re more likely to make exercise a habit. Play a game of tag in the park, or turn grocery shopping into a timed treasure hunt.



As a member, you can call the Alliance for free support to help get your family healthy. To learn more, call the Alliance Member Services Department at **510.747.4567** or visit **www.alamedaalliance.org/live-healthy**.



MEMBER REQUEST FORM - ALLIANCE WELLNESS PROGRAMS & MATERIALS

Alameda Alliance for Health (Alliance) provides free health education. 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 materials in other formats. Many handouts can be found at www.alamedaalliance.org.

BOOKS

- Cookbook:
 - 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

- Allergy
- Asthma
- Diabetes
- Other (list): _____

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:
 - General
 - Resistance Bands
- Healthy Eating
- Heart Health
- Parenting and Discipline
- Pregnancy and Childbirth
- Quit Smoking
- Safety:
 - Adult
 - Baby
 - Child
 - Senior
- Sexual Health
- Stress and Depression

Name (self): _____ Alliance ID Number: _____

Child's Name (if applicable): _____ Child's ID Number: _____

Address: _____ City: _____ Zip: _____

Daytime Phone: _____ Language Preferred: _____

Provider Name (if applicable): _____ Email Address: _____

Materials are for: Adult Child Senior Age of Child: _____

To order, please send this form to:
Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502
 Phone Number: **510.747.4577** • Toll-Free: **1.877.932.2738**
 People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**
 Email: livehealthy@alamedaalliance.org

FREE LANGUAGE SERVICES

We offer members free interpreters for health care visits and health plan documents in your language or other formats such as braille, tape or large print. For free help with your language needs, please call the Alliance Member Services Department at **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 free new member class to learn more about your benefits. When you come to the class, you can receive free 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 us:

Monday–Friday, 8 a.m.–5 p.m.

Phone Number: **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



Important Phone Numbers

Emergency		911
Poison Control		1.800.876.4766
Alameda County Social Services Medi-Cal Center		1.800.698.1118 or 510.777.2300
Medi-Cal Plan Enrollment/Changes		1.800.430.4263
Alameda Alliance for Health		
Main Number		510.747.4500
Member Services		510.747.4567
Monday–Friday, 8 am–5 pm		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		
Group Care Members		1.855.383.7873 PIN #690
Medi-Cal Members		1.888.433.1876

ADDRESS AND PHONE CHANGES

If you move or get a new phone number, please call the Alliance Member Services Department at **510.747.4567**.

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 **510.747.4567**. Si necesita ayuda para leer este documento, llame al Departamento de Servicios al Miembro de Alliance al **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 會員服務部，電話 **510.747.4567**。

Nếu quý vị cần giúp đỡ đọc tài liệu này, xin gọi Ban Dịch Vụ Hội Viên Alliance tại số **510.747.4567**.

