

MEMBER CONNECT

Fall/Winter 2018



The Alliance is proud to spotlight our provider, **Kiwi Pediatrics**.
Bringing quality care to our youngest Alliance members.

we are
ALAMEDA COUNTY

Helping People in Our Community Since 1996

Kiwi Pediatrics commits to the highest quality of care for our youngest Alliance members. Kiwi has served our community for the past 40 years at two (2) clinics in Berkeley. Founded in 1979 by Dr. David Kittams, Kiwi Pediatrics has a mission to **provide the highest quality of pediatric care while celebrating the extraordinary diversity of the families [they] serve.**

The friendly staff and doctors can provide care for each stage of a child's life, from birth through the

early 20s. Parents and caretakers can also go to one of Kiwi's free meet-and-greet events before they have a new baby. Kiwi Pediatrics can also help with breastfeeding counseling after your baby arrives.



Kiwi Pediatrics offers 24/7 care through a partnership with the UCSF Benioff Children's Hospital Pediatric After Hours Clinic (PAHC).

PAHC is in Berkeley and San Francisco.

Dr. Nanci Tucker is the newest member of the Kiwi Pediatrics team, and she is accepting new patients. Kiwi providers are pediatricians and pediatric nurse practitioners, and you can read more about each one at **www.kiwipediatrics.com/providers**. The staff speaks English, Spanish, Portuguese, and Mandarin.

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www.alamedaalliance.org

1240 South Loop Road
Alameda, California 94502



PRSRRT STD
US POSTAGE
PAID
Alliance for Health



How Singing Helped Pink's Asthma

Need proof that asthma does not have to limit how active you are? Look at the pop star Pink.

Since she was young, Pink has suffered from breathing problems. In 2006, serious asthma attacks put her in the hospital. But this superstar has learned to sing through her health problems.

In fact, learning how to manage asthma may have helped her singing. A doctor once suggested she take vocal lessons to practice breathing effectively. She learned to breathe from her lower abdomen, or belly, as she sang. Proper deep breathing helps her control her asthma.

Today, she works her lungs and stays ready to perform by singing as she runs on the treadmill.

You don't have to be a famous singer to benefit from breathing exercises. Here's one that can strengthen your lungs and calm your breathing: pursed-lip breathing.

1. Start by breathing in through your nose.
2. Pucker your lips like you're going to whistle. Then breathe out twice as long through your mouth using pursed lips.
3. Practice pursed-lip breathing daily, and use it when you feel short of breath.



Would you like to get more resources?

Just fill out the **Wellness Request Form** on **page 9**, check "**Asthma**," 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**.



FIVE (5) WAYS TO LOVE YOUR LUNGS

1. **Practice deep breathing.** Inhale for a count of three (3). Fill your belly with air. Then, exhale for a count of five (5).
2. **Clear out mold.** Clean and air out damp areas of your house. Remove wet, moldy wood and leaves from your yard.
3. **Use a dehumidifier to take moisture out of the air.** Damp air makes your symptoms worse.
4. **Clean your home.** Once a week, wipe away dust. Wash your sheets.
5. **Check the weather.** If the pollen count is high or the air quality is poor, limit your time outdoors. The pollen might make it harder to breathe.



Call the Alliance Health Nurse Line for help anytime, 24 hours a day, seven (7) days a week: Medi-Cal members, **1.888.433.1876**; Group Care members, **1.855.383.7873, PIN #690**.



Kiwi Pediatrics Team (from left to right): Norma Ambriz, receptionist; Elisa Leon, MA; Nanci Tucker, MD; Robin Winokur, MD; Jill Barlow, MA; Elizabeth Salsburg, MD; Donneisha Menifee, MA; Melissa De La Mora, PNP; Linda Law, RN; Mark Thomas, PNP; Alcira Silva, MA; and Debra Bishop, MA

(CONTINUED FROM PAGE 1)

Alliance parents and caretakers can choose Kiwi Pediatrics as their child's doctor by calling the Alliance Member Services Department, Monday–Friday, 8 a.m.–5 p.m., at **510.747.4567** or toll-free **1.877.932.2738**.

YOU CAN FIND OUT MORE BY VISITING OR CALLING ANY OF THEIR CENTERS

KIWI PEDIATRICS CENTERS

Alcatraz Ave Office

1744 Alcatraz Avenue

Berkeley, CA 94703

Phone Number: **510.652.1720**

Office Hours: Monday–Friday,

10 a.m.–12 p.m., 2 p.m.–5 p.m.

Email: appointmentsalc@kiwipediatrics.com

San Pablo Ave Office

1178 San Pablo Avenue

Berkeley, CA 94706

Phone Number: **510.524.9400**

Office Hours: Monday–Friday,

9 a.m.–12 p.m., 2 p.m.–5 p.m.

Email: appointmentsspo@kiwipediatrics.com

www.kiwipediatrics.com

UCSF BENIOFF CHILDREN'S HOSPITAL PAHC CENTERS

East Bay Clinic

3000 Colby Street, Suite 301

Berkeley, CA 94705

Phone Number: **510.486.8344**

Weekday Hours: 6 p.m.–9:30 p.m.

Saturday Hours: 12 p.m.–9:30 p.m.

Sundays and Holiday Hours: 9 a.m.–9:30 p.m.

San Francisco Clinic

3490 California Street, Suite 200

San Francisco, CA 94118

Phone Number: **415.387.9293**

Weekday Hours: 6 p.m.–9:30 p.m.

Weekend and Holiday Hours: 8:30 a.m.–9:30 p.m.

www.pahclinic.com



Alameda Alliance for Health

NONDISCRIMINATION AND ACCESSIBILITY NOTICE

Alameda Alliance for Health (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.

The Alliance provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please call the Alliance Member Services Department.

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**

If you believe that the Alliance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Alliance Chief Compliance Officer. You can file a grievance in person, by mail, by fax, or by email. If you need help filing a grievance, the Chief Compliance Officer is available to help you.

1240 South Loop Road
Alameda, CA 94502

Phone Number: **510.747.4531**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Fax Number: **1.855.891.7258**

Email: **grievances@alamedaalliance.org**

CIVIL RIGHTS COMPLAINT

You can also file a civil rights complaint with the U.S. Department of Health and Human Services (DHHS), Office for Civil Rights (OCR), in writing by mail, email, or online through the OCR Complaint Portal.

In Writing

Open and fill out the Complaint Form in PDF format¹. You may choose to mail or email the completed form.

To access the Complaint Form, please visit the website below:

www.hhs.gov/civil-rights/filing-a-complaint/index.html

Print and Mail to:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201

Email:

OCRComplaint@hhs.gov

By Phone

Toll-Free: **1.800.368.1019**

People with hearing and speaking impairments (TDD):
1.800.537.7697

Online (OCR Complaint Portal)

To access the OCR Complaint Portal, please visit the website below:

ocrportal.hhs.gov/ocr/smartscreen/main.jsf

1. You will need the Adobe Reader software to fill out the complaint and consent forms.



DOCTOR'S OFFICE OR EMERGENCY ROOM?

Where you go for your care matters!

For most health questions, you should go to your regular doctor first. See your doctor for health concerns like common colds, flu, fevers, minor injuries, infections or pain, drug refills, asthma action plans, well exams, and vaccines.

So when should you go to the Emergency Room (ER)?

The ER is for severe health issues that could put your life in danger. Go to your nearest hospital ER for problems such as:

- Bleeding that won't stop
- Severe breathing problems, such as an asthma attack that does not improve when you follow your action plan
- Chest pain or pressure, which may include pain in the arm or jaw
- Headache that is sudden and severe (not a migraine)
- Seizure, fainting, or loss of consciousness

If you are not sure if it is an emergency, please call the free Nurse Advice Line:

Alliance Medi-Cal members:

1.888.433.1876

Alliance Group Care members:

1.855.383.7873, PIN #690

Advice nurses are ready to answer your questions 24/7 and help you decide where best to get care. Nurses speak English and Spanish—interpreters are available for other languages.



YEARLY EXAMS

This time of year is a good time to schedule your child's well exam. During this exam, the doctor will make sure that all screenings, tests, and vaccines are up to date.

LEAD TESTING

When you visit your young child's doctor for vaccines, it's a good time to ask about testing for lead toxin. Young children are at great risk for the harmful effects of lead dust. Even if you are sure that lead dust is not in your home, it can be in other places you can't see or clean. Contact with lead can cause serious learning and behavior problems in young children. Ask your doctor for a blood test. The good news is lead poisoning can be treated if caught early enough.



TAKE CONTROL OF YOUR ASTHMA

Asthma is a lifelong condition, but that doesn't mean it's a lifelong problem. There are plenty of ways you can manage your symptoms.

Start by making a plan. Talk with your doctor about the right asthma plan for you. For example, a simple cold or acid reflux can make asthma symptoms worse. Your doctor will know how to best help you. Your doctor might also prescribe medications or inhalers. Make sure you know how to use your inhalers. Practice in front of your doctor, and make sure you know how to use your inhalers.



Also, learn when and how to take your medications. Most people with asthma will be given two medications. One is for "control" that is used *every day* to lessen the chance of an asthma attack. The other is a "rescue," or a quick-relief medicine that is used *only when you have an attack*.

You should also know and avoid your triggers. If you know the things that cause your asthma symptoms, stay away from them.

Exercise is good for your entire body, so stay active. It also helps strengthen your lungs.

ASTHMA OR ALLERGIES?

Asthma and seasonal allergies often occur at the same time. Allergies can even make your asthma worse. So how do you know if your symptoms are seasonal allergies or a more serious asthma issue? Review these tips:

- **Asthma** affects the airways in your lungs. It causes tightness in your chest. It makes you feel like you cannot catch your breath.
- **Allergies** affect your nose, throat, windpipe, and upper lungs. They cause congestion, sinus pain, nasal drip, and coughing.

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.

HOW TO: Help Your Kids Control Asthma

Kids love to move—even kids with asthma. And that's a good thing! Being active can help asthma. To help your child stay safe during sports and play, teach them these tips:

Bring a buddy. Let your friend know what to do if you have an asthma attack.

Rest when you need to. Take a break to catch your breath. Drink lots of water.

Ease into it. Start with a warm-up and end with a cool-down.

Avoid your triggers. For example, stay inside to play if cold air or certain plants bother you.

Take your inhaler. Keep it close by.

Have a plan. Know the warning signs of an asthma attack, and know what to do.

End with a cool-down. Deep breathing and stretches can help your body relax.



HOW DO VACCINES WORK?

It's a fact: Immunizations are one of the most important ways you can protect your health and the health of your children. Here's what you need to know about these lifesaving shots.

When germs enter your body, they multiply. Your immune system creates cells called antibodies to fight these germs. These antibodies destroy the germs and help you get better. Then they stay in your blood, ready to fight the same germs



if they enter your body again. And if those same germs do return, antibodies will wipe them out before you even get sick. This is called "immunity."

Vaccines create immunity *without you getting ill*. Vaccines contain weak or dead germs that help your body create antibodies it needs to fight stronger germs.

If the real disease ever entered your body, you would be ready with antibodies to fight it. Thanks to vaccines, diseases like measles, polio, and smallpox are no longer killing many people.



Five (5) Immunizations You Need

- 1. Flu shot.** A flu vaccine *every year* is the best way to lower your risk of getting sick. It also lowers the risk of people around you.
- 2. Hepatitis vaccines.** Infants and children are given a series of shots to protect them against hepatitis A and B. The vaccines are also recommended for adults who have certain risk factors.
- 3. Tetanus vaccine.** Every baby, child, and adult should stay up to date with the tetanus vaccine. It's most often given in a shot called TDaP along with other vaccines.
- 4. Shingles vaccine.** Adults who have had chickenpox should get a shingles vaccine when they reach age 60.
- 5. Pneumococcal vaccine.** This is a vaccine that fights pneumonia. It's recommended for all adults over age 65. Your doctor may suggest you get it when you are younger if you have certain health concerns.

Your doctor can help you know when you and your children are due for immunizations. Plan to get a flu vaccine every year before flu season arrives. Also, ask your doctor about new vaccines you might need after you turn 60 years old.

HEALTH Q&A

Q: There are so many vaccines. I'm not sure when to get what or which ones I need.

A: Staying up to date with your vaccines is a big part of taking care of your health. But it means you have to keep track of which shots you have received and which you are due for.



The IZ Registry is the *California Immunization Registry*. It keeps track of the shots you and your children get from doctors. You can learn more about it from the Alliance website at www.alamedaalliance.org.

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): _____

Child's Name (if applicable): _____

Address: _____

Daytime Phone: _____

Provider Name (if applicable): _____

Materials are for: Adult Child Senior

Alliance ID Number: _____

Child's ID Number: _____

City: _____ Zip: _____

Language Preferred: _____

Email Address: _____

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

ALLIANCE NOTES

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 Monday–Friday, 8 a.m.–5 p.m.		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		
Group Care Members		1.855.383.7873 PIN #690
Medi-Cal Members		1.888.433.1876

ADDRESS AND PHONE NUMBER CHANGES

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

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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 計畫成員服務處，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**.

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