

MEMBER CONNECT

Spring/Summer 2019

ALAMEDA
Alliance
FOR HEALTH

we are
ALAMEDA COUNTY

Helping People in Our Community Since 1996



PROVIDER SPOTLIGHT: A WORLDWIDE JOURNEY OF COMMITMENT AND COMPASSION – DR. JACOB EAPEN’S STORY

Many people may travel around the world with their family and friends to go on a fun vacation, see Mother Teresa, visit the Statue of Liberty, or to move to a new country. Our Alliance provider partner, Dr. Jacob Eapen, M.D., MPH, has traveled around the world, from sea to sea, to

live in other countries and help people live healthier. He has even met Mother Teresa and received an award from her for his work. He has also seen the Statue of Liberty while receiving the Ellis Island Medal of Honor for his work. Dr. Eapen likes partnering with the Alliance to take care

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www.alamedaalliance.org

Alameda, California 94502

1240 South Loop Road

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Service you can trust.

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PROVIDER SPOTLIGHT: DR. JACOB EAPEN, M.D., MPH

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of our members because he gets to continue his lifelong commitment and compassion of giving back to the community and serving others.

Born and raised in India, Dr. Eapen's personal mission to bring health to all has taken him to places he could only dream of as a young boy. He has spent over half of his life giving back to others in our local community and around the world. He has journeyed to many countries to serve the poor, the needy, the weak and the sick. Dr. Eapen has dedicated his career to pediatric care and services for the underprivileged.

In pursuit of his passion to helping others live healthy, Dr. Eapen received his medical degree and pediatric training in India. After arriving to the United States, he received his master's degree in public

health at UC Berkeley, where he previously served on the advisory board. He also completed his residency at Lucile Salter Packard Children's Hospital at Stanford.

Dr. Eapen has lived in Fremont since the 1980s and has served on many boards and committees in Alameda County. Dr. Eapen previously served on the Board of Directors at Kidango – a private nonprofit agency providing child development programs in Alameda, Santa Clara, and San Francisco Counties. Dr. Eapen has been on the Washington Hospital Board for the last 15 years. According to Health Grades and US News and Review, Washington Hospital is ranked among the top 100 best hospitals in the country and California. Dr. Eapen is the current Medical Director at Newark Wellness Center, where he has been

a pediatrician for 25 years. Newark Wellness Center is a part of Alameda Health System (AHS). AHS is one of the largest public health

In the same year, Dr. Eapen received the Mother Teresa Award – Humanitarian of the Year by the Friends of the South Asian American Communities (FOSAAC).

systems in California. It acts as a safety net for the residents of Alameda County. He is also an advisor to the Every Child Count Commission in Alameda County. Dr. Eapen received the first physician recognition award by the Medical Board of California and was profiled



as one of the 40 most distinguished Stanford Medical School Alumni of the last 60 years.

While working in the Philippines, Dr. Eapen was the Health Adviser to the United Nations High Commissioner for Refugees (UNHCR). There he was responsible for overseeing the health of 60,000 Indo-Chinese refugees.

In 1994, Dr. Eapen helped set up the first school-based clinic at James Logan High School in Union City when he was the

Medical Director of Tiburcio Vasquez Health Center. The school-based clinic currently provides health education, services, and resources to high school students.

In 2007, Dr. Eapen was a recipient of the Ellis Island Medal of Honor. This medal celebrates the immigrant experience and seeks to honor Americans for their positive and lasting imprint on our society. In the same year, Dr. Eapen received the Mother Teresa Award – Humanitarian of the Year by the Friends of

the South Asian American Communities (FOSAAC).

Dr. Eapen believes that “preventive medicine [is] the best way to tackle health issues. That good medical practice comes in many different forms, but good doctors share one (1) trait: they are present in their clinics, engaged with their patients, and dedicated to their area of specialization.” This is why the Alliance is proud to partner with Dr. Eapen and Newark Wellness Center.



Dr. Eapen is accepting new patients!

Alliance members can choose Dr. Eapen and Newark Wellness Center as their doctor and clinic by calling:

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**

Newark Wellness

6066 Civic Terrace Ave.
Newark, CA 94560
Clinic Hours: Monday - Friday, 8:30 am – 5 pm
Phone Number: **1.510.505.1600**

WELL-CARE VISITS: WELL WORTH YOUR TIME

Taking charge of your health is key to a long life. Completing your **Initial Health Assessment (IHA)** and regular **Staying Healthy Assessment (SHA)** with your doctor can help you reach your health goals. At an IHA or SHA well-care 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 SHA form. 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-care 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.



WELL-CHILD VISITS

Children grow up quickly. That's why they need to see the doctor regularly. It's also a good chance for you to ask questions.

Schedule in advance. Give yourself plenty of time to make an appointment that fits your schedule. It's also a good idea to prepare ahead of time. Find out if your child needs shots at this visit. Write down any questions you want to ask the doctor. You may want to learn about food choices, safety or your child's growth. Also, don't forget to take your child's Alliance member ID card.



FOR YOUR HEALTH: Did you know that the Alliance offers parenting classes and tips at no cost? For more information, please visit www.alamedaalliance.org/live-healthy/health-issues/parenting.

WOMEN: PROTECT YOURSELF FROM CERVICAL CANCER

If you were told you could prevent cancer, would you do it? Of course. Here's the good news: **You Can!** Women can take steps to help prevent cervical cancer.

A Pap test (or Pap smear), which is part of your well-woman exam, is key. The test looks for precancers. These are cells on the cervix that could turn into cervical cancer if they aren't treated.

Another test, sometimes done at the same time, is the HPV test. HPV stands for human papillomavirus. This test looks for HPV, which is the virus that causes changes in the cells that can lead to cervical cancer.

Catching HPV and any cervical changes early can help prevent cervical cancer. Don't skip your checkups.



Get the HPV Vaccine

Almost 79 million people in the U.S. have HPV. HPV stands for human papillomavirus. It is the most common sexually transmitted virus in the U.S. Most people who have HPV are in their teens or early 20s. Many HPV infections go away. Sometimes HPV can cause genital warts or cancer. There is a way to prevent HPV. If young people get the HPV vaccine before they become sexually active, they can protect themselves from the virus. The vaccine is made up of **two (2) or three (3)** shots. It is very effective, but a person must get all the shots to be fully protected. Talk to your doctor about getting your child started on the vaccine today.





KNOW YOUR INHALERS

Asthma medications can help you control your symptoms and breathe easier.

Here are some important tips on how to use these drugs.

- 1** RESCUE medication is for quick relief. It should be used only during an asthma “attack” when you need to open up your lungs. Rescue medications include albuterol (brand names Ventolin® and ProAir®).
- 2** CONTROLLER medications (such as Dulera®, QVAR®, Symbicort®, Flovent®, or Breo®) need to be taken regularly, even if you are not feeling any asthma symptoms.
- 3** A spacer should be used with your inhalers. The spacer helps spray the medication into your lungs. Check with your doctor or pharmacist.
- 4** Don’t be scared of steroids! These drugs can actually be your best friends. They are NOT the same types of “steroids” that bodybuilders use.
- 5** If you use your rescue inhaler more than twice each week, you may need to have your medications changed. See your doctor!

Want to learn more about your asthma medications? Talk to your doctor or pharmacist.

WHY CHOOSE GENERICS?

Brands might matter to fans of fashion, but when it comes to medicine, generic drugs are every bit as good as the brand-name versions.

The Food and Drug Administration (FDA) requires that generic drugs have the same quality, strength and purity as brand-name drugs. But generic manufacturers don't have to make the costly investment to develop a new drug.

Brand-name drugs are usually given patent protection for 20 years. Once the patent expires, other companies can introduce generics with FDA approval.

Ask your doctor if there are generic options for medicines you take. Ask them to write your prescriptions, as needed.

To learn more on this topic and view a list of all generic equivalents, please visit the FDA's website at www.fda.gov/drugs/questions-answers/generic-drugs-questions-answers.



TEENS NEED **WHOOPING COUGH** AND OTHER VACCINES FOR SCHOOL

The state requires all kids going into grades 7 to 12 to show proof of a whooping cough (Tdap) and chicken pox vaccines for the upcoming school year. Students who do not meet this law will not be allowed to attend school until they provide proof that they have had the shots.

Visit your child's doctor to get vaccines and an exam if needed. Kids that do not have health insurance can get the shot at local public health clinics in Alameda County. To find a current listing of these clinics, please call toll-free at **1.888.604.4636** or visit www.acphd.org.





DEALING WITH DIABETES

Do you have diabetes? Diabetes can cause other serious health concerns like heart or kidney disease. You need to be tested for these kinds of concerns at least once a year. The sooner you know about them, the easier they are to treat.

Ask your doctor how often you need these tests:

- **HbA1c test** to measure your blood-sugar control over the past few months.
- **Blood-fat test** to check your cholesterol levels and your risk for heart disease.
- **Kidney-function test** to make sure your kidneys are working right.
- **Dilated eye exam** to check for damage to your eyes.
- **Dental exam and cleaning** to protect your teeth and gums.

Your doctor should take your blood pressure and check your feet for sores at every visit. They should also teach you about the ways you need to manage your diabetes at home. Self-care includes your diet, hygiene, and dental care, plus any medications or tests you take at home.

FOR YOUR HEALTH: Did you know that the Alliance offers diabetes self-care classes, support groups and tips at no cost? Fill out the **Alliance Wellness Program & Materials Request Form** on page 12.



IS IT AN EMERGENCY?

An emergency room is for just that – emergencies. If you have a health concern that is not a real emergency, you can get it treated by going to your doctor or an urgent care clinic.

These concerns are an emergency:

- Trouble breathing, shortness of breath
- Chest or upper stomach pain or pressure
- Fainting, feeling dizzy, weakness
- Changes in vision
- Muddled thoughts or changes in mental status
- Any sudden or severe pain
- Bleeding that won't stop
- Severe or constant vomiting or diarrhea
- Coughing or vomiting blood
- Thoughts of hurting yourself
- Trouble speaking

Call your doctor's office or clinic for advice on when to go to the emergency room. Doctors expect to get phone calls at night or on weekends. They set up their practices to receive your calls at times when they are not open. Your doctor can help you decide if you really need to go to the emergency room, or can give you advice about what to do at home that can get you or your child through the night or weekend.

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**.

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): _____
 Child's Name (if applies): _____
 Age of Child: _____
 Address: _____
 Daytime Phone: _____
 Materials are for: Adult Child Senior

Alliance ID Number: _____
 Child's ID Number: _____
 City: _____ Zip: _____
 Language Preferred: _____
 Email Address: _____

To order, please send this form to:

Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502
 Phone Number: **1.510.747.4577** • Toll-Free: **1.877.813.5151**
 People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**