

# 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)

Alameda Alliance for Health (Alliance) offers the Health Homes Program (HHP) for members with certain health care needs. HHP can help you get the health care and community support services you need.

When you join this program, you will have your own care team to support you as you work toward your health goals.

*(Continued on page 2)*

www.alamedaalliance.org

Alameda, California 94502

1240 South Loop Road

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

ALAMEDA  
**Alliance**  
FOR HEALTH

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US POSTAGE  
PAID  
Alliance for Health

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

*(Continued from page 1)*

## **What is the Health Homes Program (HHP)?**

HHP is a new Medi-Cal benefit to help Alliance members with certain health care needs – like diabetes, high blood pressure, or substance use disorder. The program can help you with:

- Physical health
- Behavioral health
- Substance use treatment

## **Your care team may include:**

- Nurse care manager
- Behavioral health care manager
- Care coordinator
- Community health worker
- Health navigator
- Housing navigator

## **Your care team will work with your doctors to help you:**

- Find doctors and get an appointment.
- Keep all of your providers fully informed.
- Set up transportation to your doctor visits.
- Get follow-up services after you leave the hospital.
- Help you manage all of your medicines.
- Set goals for getting and staying healthy.
- Find and apply for county and community support services, like food and housing.

Your care team works with all of your providers and your own support system to create a care plan just for you.

## **Get more support**

Joining the Alliance HHP program will not change any benefits you now have. You can keep your current doctor and providers, plus get:

- Your own care team
- Your own care plan
- Guidance through the health care process

You can join or stop HHP at any time.



## Support when you need it

Your care team can support you by phone or in-person and may even meet you anywhere within the covered area, which includes where you live. You should never feel alone with HHP.

## Who can join?

The Alliance HHP program is for members with certain health care needs who meet program criteria. The Alliance or your doctor may contact you to let you know if you can join the program.

You can also call the Alliance Member Services Department or ask your doctor if you can join.

### **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**



# 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](http://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 16.**





# 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.**





**Alameda Alliance for Health**

1240 South Loop Road

Alameda, CA 94502

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(CRS/TTY): **711/1.800.735.2929**

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

December 31, 2019

**RE: Alameda Alliance for Health – 2019 Medi-Cal Member Handbook:  
Combined Evidence of Coverage (EOC) and Disclosure Form Errata Sheet**

Dear Alliance Member,

This is an important update on your 2019 Alameda Alliance for Health (Alliance) Member Handbook: Combined Evidence of Coverage (EOC) and Disclosure Form. We previously sent you a Member Handbook, which provides information about your covered benefits as an Alliance member.

The information below was added to your current Member Handbook for the benefit year from April 1, 2019 – March 30, 2020. Please keep this document with your Member Handbook for your reference.

**Section 4: Benefits and Services**

**Pediatric Services**

The Alliance covers:

- Early and periodic screening, diagnostic and treatment (EPSDT) services.
  - If you or your child are under 21 years old, the Alliance covers well-child visits. Well-child visits are a comprehensive set of preventive, screening, diagnostic, and treatment services.
  - The Alliance will make appointments and provide transportation to help children get the care they need.
  - Preventive care can be regular health check-ups and screenings to help your doctor find problems early. Regular check-ups help your doctor look for any problems with your medical, dental, vision, hearing, mental health, and any substance use disorders. The Alliance covers screening services any time there is a need for them, even if it is not during your regular check-up. Also, preventive care can be shots you or your child need. The Alliance must make sure that all enrolled children get needed shots at the time of any health care visit.
  - When a problem physical or mental health issue is found during a check-up or screening, there may be care that can fix or help the problem. If the care is medically necessary and the Alliance is responsible for paying for the care, then the Alliance covers the care at no cost to you. These services include:
    - Doctor, nurse practitioner, and hospital care

- Shots to keep you healthy
  - Physical, speech/language, and occupational therapies
  - Home health services, which could be medical equipment, supplies, and appliances
  - Treatment for vision and hearing, which could be eyeglasses and hearing aids
  - Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities
  - Case management, targeted case management, and health education
  - Reconstructive surgery, which is surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to improve function or create a normal appearance
- o If the care is medically necessary and the Alliance is not responsible for paying for the care, then the Alliance will help you get the right care you need. These services include:
- Treatment and rehabilitative services for mental health and substance use disorders
  - Treatment for dental issues, which could be orthodontics
  - Private duty nursing services

## **Section 7: Important Numbers and Words to Know**

**Early and periodic screening, diagnosis and treatment (EPSDT):** EPSDT services are a benefit for Medi-Cal members under the age of 21 to help keep them healthy. Members must get the right health check-ups for their age and appropriate screenings to find health problems and treat illnesses early.

**Medically necessary (or medical necessity):** Medically necessary care are important services that are reasonable and protect life. This care is needed to keep patients from getting seriously ill or disabled. This care reduces severe pain by treating the disease, illness or injury. For members under the age of 21, Medi-Cal services includes care that is medically necessary to fix or help a physical or mental illness or condition, including substance use disorders, as set forth in Section 1396d(r) of Title 42 of the United States Code.

If you have any 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**

*You are not required to take any action in response to this document, but we recommend you keep this information for your reference.*

Best of health,  
Alameda Alliance for Health



# Season's greetings

from Alameda  
Alliance for Health

The Alameda Alliance for Health (Alliance) office will be closed in observance of the following holidays:

## 2019

### **Thanksgiving Day**

Thursday, November 28th

### **Day After Thanksgiving**

Friday, November 29th

### **Christmas Eve**

Tuesday, December 24th

### **Christmas Day**

Wednesday, December 25th



# 2020

## **New Year's Day**

Wednesday, January 1st

## **Martin Luther King Jr. Day**

Monday, January 20th

## **President's Day**

Monday, February 17th

## **Memorial Day**

Monday, May 25th

## **Independence Day**

Friday, July 3rd

## **Labor Day**

Monday, September 7th

## **Thanksgiving Day**

Thursday, November 26th

## **Day After Thanksgiving**

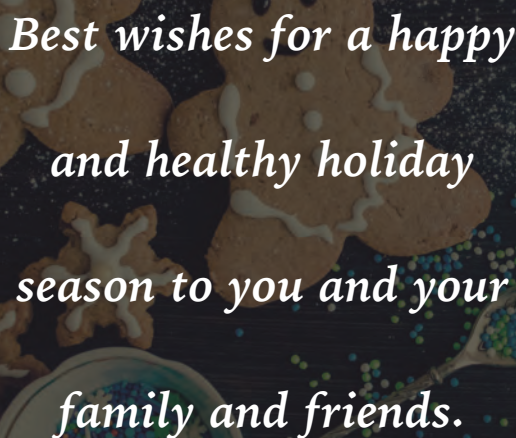
Friday, November 27th

## **Christmas Eve**

Thursday, December 24th

## **Christmas Day**

Friday, December 25th



*Best wishes for a happy  
and healthy holiday  
season to you and your  
family and friends.*

# Know Your Options

## When it Comes to Giving Birth to Your Baby

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### 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](http://www.mybirthmatters.org).

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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](http://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

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

## 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 **16**, 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](http://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

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Toll-Free: **1.877.932.2738**

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