

# Alameda Alliance for Health Provider Resource Guide

Free Health Education, Programs, Services & Referrals for Members

**A**lameda Alliance for Health (Alliance) invites you to refer Alliance members to the health education classes, support groups, phone support, and case management programs listed in this resource directory. The programs included in this listing are either free or the cost is paid by the Alliance. To participate in a program, our members can either call Alliance Health Programs at **1.510.747.4577** or in most cases, can call the program directly.

Program phone numbers are provided throughout this directory. This resource guide is not intended to be a comprehensive list.

## Interpreter Services

We offer free language services for members who speak a non-English language or American Sign Language for health education interventions and medical appointments. Members have the right to health care in their language 24 hours a day, 7 days a week. Our providers or members may call the Alliance Member Services Department at **1.510.747.4567** to schedule an interpreter.

## Education Materials

The Alliance has handouts available on various health topics, which we encourage providers to use in educating patients. Materials are available in English, Spanish, Chinese, and Vietnamese. Providers may request copies of these materials, either in an electronic format or hard copy.

Many flyers can also be found on our website at [www.alamedaalliance.org/live-healthy](http://www.alamedaalliance.org/live-healthy).

**For more information about health education resources or to refer Alliance members to Health Education Programs by fax, please contact:**

## Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Members: **1.510.747.4577**

Providers: **1.510.747.6038**

Email: [livehealthy@alamedaalliance.org](mailto:livehealthy@alamedaalliance.org)

Fax: **1.877.813.5151**

Fax Form: [www.alamedaalliance.org/providers/health-education-and-wellness-resources](http://www.alamedaalliance.org/providers/health-education-and-wellness-resources)

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

**Questions?** Please call Alliance Health Programs  
Monday – Friday, 8 am – 5 pm  
Phone Number: **1.510.747.4577**  
[www.alamedaalliance.org](http://www.alamedaalliance.org)

## Asthma

**Alameda County: Asthma Start Program**

Phone Number: **1.510.383.5181**

[www.acphd.org/asthma](http://www.acphd.org/asthma)

Asthma Start provides in-home case management for families of children with asthma ages 0-18 living in Alameda County. The program provides in-home assessment, teaches self-management skills, inspects the home for triggers, and supports the family with housing issues. The program notifies providers regarding their services rendered to specific patients. Families or providers may call the program directly or fill out a fax referral.



## Behavioral Health Care/ Drug and Alcohol Treatment

**Beacon Health Options**

Members: **1.855.856.0577**

The Alliance has one phone number for all behavioral health referrals. Medi-Cal members will first be screened for level of need. Some members may receive services through the Alliance's behavioral health vendor, Beacon Health Options, and others will be referred if appropriate to Alameda County Behavioral Health Care Services (ACCESS).

## Breastfeeding

### Alliance Lactation Partners

Our breastfeeding partners are International Board Certified Lactation Consultants (IBCLC). They can offer free support by phone or in the home for any mother who is an Alliance member or for the mother of a child member.

- Allana Samuel: **1.510.999.6455**
- Brandi Gates: **1.510.372.3026**
- Tina Benitez (Spanish and English): **1.510.206.7080**

### Breastfeeding Classes and Support Groups

Members: **1.510.747.4577**

Breastfeeding classes and support groups are free to all Alliance members. Members can call the numbers below to enroll, or the Alliance staff can help members find a class or support group in their area.

- AltaBatesSummitMedicalCenter: **1.510.204.6546**
- Eden Medical Center (call the Alliance): **1.510.747.4577**
- La Leche League: [llnocal.org/localgroups.html](http://llnocal.org/localgroups.html)
- Tri-City Health Center: **1.510.456.3584**
- Washington Hospital: **1.510.818.5041**
- West Oakland Health Council (East Oakland and West Oakland Clinic): **1.510.835.9610 ext. 2272**

## Case and Disease Management (CMDM)

### Alliance CMDM Program

Members: **1.877.251.9612**

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

This telephonic program is designed to assist in managing the care of medically complex members by coordinating services and supporting members to improve patient outcomes and member satisfaction. Please use the referral form on our website.

### Alliance Health Homes Program (HHP)

Toll-Free: **1.877.932.2738**

The Alliance HHP provides eligible members who have complex medical and social needs and chronic conditions with a local care team to help coordinate and manage their care. Please direct members who need HHP services to call the Alliance Member Services Department.

## Community-Based Adult Services (CBAS)

Members: **1.877.251.9612**

CBAS refers to an outpatient, facility-based program that delivers skilled nursing care, social services, therapies, personal care, meals, and transportation. This service is for at-risk patients who need supervision and support in order to remain living in their homes. Members must be 18 years and older, an active member in Alliance Medi-Cal, and meet CBAS eligibility and medical necessity criteria. Please call the Alliance CMDM Department for more information.



## Dental Care

The dental care network depends on the program that our member is enrolled in.

### Alliance Group Care

Alameda County Public Authority: **1.510.577.3552**

### Alliance Medi-Cal

Denti-Cal: **1.800.322.6384**

### Healthy Teeth, Healthy Communities

#### Alameda County Office of Dental Health

Call to Enroll: **1.510.208.5910**

Free preventive dental care coordination for Medi-Cal members 0-20 years of age.

## Diabetes

Diabetes classes and programs teach self-management skills. The classes offer educational materials, nutrition and exercise tips, and more.

### Alameda County: Diabetes Program

Referrals: **1.510.383.5185**

[www.acphd.org/diabetes](http://www.acphd.org/diabetes)

American Diabetes Association (ADA)-recognized program. Classes and support groups offered in English and Spanish.

**Questions?** Please call Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4577**

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

**Alta Bates Summit Diabetes Center**  
**3030 Telegraph Ave., Berkeley**  
 Phone Number: **1.510.204.1081**  
**www.sutterhealth.org/absmc/services/diabetes**

ADA-recognized program. New classes start weekly. Please use the referral form on their website.

**Bay Area Diabetes and Wellness Center**  
**1904 Franklin St., Suite 250, Oakland**  
 Referrals: **1.510.922.8208**

ADA-recognized program. Offers a combination of group classes and individual consultations for people with diabetes or pre-diabetes.



**Eden Medical Center**  
**20101 Lake Chabot Road, Castro Valley**  
 Referrals: **1.510.727.3032**  
**www.sutterhealth.org/eden**

Please use the referral form under “Classes & Events” at the website, then call to register. Physician referral required.

**Stanford Health Care ValleyCare**  
**5725 W. Las Positas Blvd., Suite 220, Pleasanton**  
 Referrals: **1.925.416.6720**  
**www.valleycare.com**

ADA-recognized program. Physician referral required.

**Washington Hospital Outpatient Diabetes Center**  
**1900 Mowry Ave., Fremont**  
 Referrals: **1.510.818.6556**  
**www.whhs.com/diabetes**

ADA-recognized program. Offers diabetes support group that meets monthly and diabetes education series presented every other month.

**Domestic Violence**  
**Alameda County Family Justice Center**  
 Phone Number: **1.510.267.8800**  
 Toll-Free: **1.800.799.7233**  
**www.acfjc.org**

This center provides crisis intervention, legal services, and arranges for medical and mental health services, shelters and other services necessary for victims and their families.

**Family Violence Law Center**  
 Phone Number: **1.510.208.0220**  
 24-Hour Crisis Hotline: **1.800.947.8301**  
**www.fvlc.org**

This center offers crisis intervention, legal assistance with restraining orders and limited family law matters, and teen violence prevention programs.

**HIV/AIDS**  
**AIDS Project of the East Bay**  
 Phone Number: **1.510.663.7979**  
**www.apeb.org**

Provides primary care and health education to residents of Alameda County.

**East Bay AIDS Center**  
 Phone Number: **1.510.869.8400**

Part of the Alta Bates Summit Medical Center campus. By appointment only.

**Heart Health**  
**Alameda County: Hypertension Program**  
 Phone Number: **1.510.383.5185**  
**www.acphd.org/diabetes/hypertension**

Group classes offered in various locations. Topics include: what is hypertension, heart attack, lifestyle modifications, and nutrition.

**Heart 2 Heart Program**  
 Phone Number: **1.510.549.5431**

Free blood pressure screenings and health education drop-in clinic at various locations in Berkeley and Oakland, in English and Spanish.

**Local Hospitals**  
 Local hospitals offer education on heart disease (ValleyCare) and stroke (Washington), and support groups for stroke (Alta Bates Summit, Eden, Washington, and Mended Hearts (Washington)).



**Independent Living**

Assistance and referrals for people with disabilities and older adults. Resources include housing and legal referrals, travel training, assistive devices, caregiving, food and nutrition, and much more.

**Alameda County Area Agency on Aging**

Phone Number: **1.510.577.3530**  
**www.alamedasocialservices.org**

Senior information and referrals.

**Center for Independent Living, Inc.**

Phone Number: **1.510.841.4776**  
 Video Phone: **1.510.356.2662**  
**www.thecil.org**

Serves people with disabilities in the Alameda/Berkeley/Oakland area.

**Community Resources for Independent Living**

Phone Number: **1.510.881.5743**  
 TTY: **1.510.881.0218**  
**www.crilhayward.org**

Serves people with disabilities in the Hayward/Fremont/Livermore area.

**Injury Prevention**

**CPR and First Aid Classes**

Members: **1.510.747.4577**  
 Toll-Free: **1.877.932.2738**

The Alliance pays the cost of adult and infant CPR, and First Aid classes. Alliance members can call us to enroll.

**Alameda County EMS Car Seat Inspection Station**

Phone Number: **1.510.618.2050**

Certified Child Passenger Safety Technicians assist with the proper harnessing and installation of car seats. Alliance members can call to schedule an appointment.

**Nutrition, Exercise and Healthy Weight**

Alliance Health Programs can refer members to additional nutrition or healthy weight classes or meetings offered by local clinics, government programs and non-profits.

**Alameda County Cooking for Health Academy**

Phone Number: **1.510.268.4221**  
 Email: **dale.murai@acgov.org**

Series of six (6), 2-hour classes teaching nutrition education, food safety, and cooking skills.

**Alameda County Food Bank & CalFresh**

Food Helpline: **1.510.635.3663**  
 Toll-Free: **1.800.870.3663**  
**foodnow.net**

Resources from the Alameda County Food Bank to connect people to the food they need.

**Alliance Diabetes Prevention Program (DPP)**

Members: **1.510.747.4567**  
**www.alamedaalliance.org/providers**

Year-long program for adults at risk for type 2 diabetes that includes lessons, health coaching, and peer support. Online and in-person options. Please use the referral form on our website. Members can also call to enroll.



**Healthy Parks Healthy People Wellness Walks**

Toll-Free: **1.888.327.2757**  
**www.ebparks.org**

Drop-in group walks led by park naturalists at East Bay regional parks. Please visit the website for list of events.

**Project Open Hand**

1921 San Pablo Ave., Oakland  
 Phone Number: **1.510.622.0221**

**www.openhand.org/get-meals/wellness-programs**

Provides nutrition counseling and fresh groceries or frozen meals for pickup or delivery in Oakland to people living with certain illnesses. Please use the referral form on their website.

**Questions?** Please call Alliance Health Programs  
 Monday – Friday, 8 am – 5 pm  
 Phone Number: **1.510.747.4577**  
**www.alamedaalliance.org**

**WW (formerly Weight Watchers)**

Members: **1.510.747.4577**

The Alliance will connect eligible members interested in WW with a local wellness workshop and vouchers to attend for free. Workshops cover healthy eating topics and peer support to lose weight. Members can contact the Alliance and submit a copy of their check-in booklet to request additional vouchers after attending the first series of five (5) workshops. For adults, with some exceptions.

**Women, Infants, and Children (WIC)**

Toll-Free: **1.888.942.9675**

**www.wicworks.ca.gov**

WIC agencies provide nutrition education, supplemental food, and breastfeeding support to pregnant and postpartum women, infants, and children up to age five (5).



**Websites**

**healthyeating.nhlbi.nih.gov**

**www.cdc.gov/healthyweight**

**www.eatfresh.org**

**www.fmfinder.org**

**www.cachampionsforchange.cdph.ca.gov**

**www.health.gov/moveyourway**

These websites offer information on local farmer's markets, nutrition, recipes physical activity.

**Parenting**

**4Cs of Alameda County**

Phone Number: **1.510.582.2182**

**www.4c-alameda.org**

Offers free tip sheets, classes and workshops. Members can call for information about the type of classes, days/times. Serves San Leandro to Fremont area.



**Alameda County: Fatherhood Initiative**

Phone Number: **1.510.667.4343**

**www.acphd.org/fatherhood-initiative**

Provides parenting education and male-centered case management. They host a Boot Camp for New Dads workshop quarterly and group meetings monthly.

**BANANAS, Inc.**

Phone Number: **1.510.658.7353**

**www.bananasbunch.org**

Offers parent support services and child development instruction to residents of Alameda County and are usually free. Serves Oakland and Berkeley area.

**Hively**

Phone Number: **1.925.417.8733**

**www.behively.org**

Free events and workshops. Serves Dublin, Livermore, and Pleasanton.

**Family Paths**

Hotline: **1.800.829.3777**

**www.familypaths.org**

24-hour Parent Support Hotline offers crisis support, resources, and referrals.

**Help Me Grow**

Toll-Free: **1.888.510.1211**

**www.first5alameda.org/help-me-grow**

First 5 program that offers resources for early childhood development.

**Local Hospitals**

Members: **1.510.747.4577**

Toll-Free: **1.877.932.2738**

Several hospitals offer newborn care and parenting classes. Alliance members may enroll directly with the hospitals or call us.

**Questions?** Please call Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4577**

**www.alamedaalliance.org**

**Pregnancy and Childbirth**

Members: **1.510.747.4577**

The Alliance pays for childbirth education for members at your delivery hospital. Alliance staff can facilitate the arrangements, or our members may sign up directly with the hospital. The hospital bills the Alliance for members who participate in their childbirth education programs.



**Alameda County: Black Infant Health**

1100 San Leandro Blvd., San Leandro  
Phone Number: **1.510.618.1967**

Weekly group sessions for African American women 18 years of age and older who are up to 30 weeks pregnant. Provides education, support, and case management.

**Smoking Cessation**

The Alliance does not require members to be enrolled in a quit program to receive nicotine patch and/or drugs. However, participating in a program can help increase the chance of success.

**California Smokers' Helpline**

Cantonese/Mandarin: **1.800.838.8917**

English: **1.800.662.8887**

Spanish: **1.800.456.6386**

Vietnamese: **1.800.778.8440**

People with hearing and speaking impairments (TTD/TTY): **1.800.933.4833**

Tobacco Chewers: **1.800.844.2439**

**www.nobutts.org**

There is also a program for pregnant smokers.

**City of Berkeley Quit Smoking Class**

Phone Number: **1.510.981.5330**

**www.cityofberkeley.info**

“Freedom from Tobacco” quit smoking classes is an eight (8)-class series. Alliance members can call to sign up.

**Questions?** Please call Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4577**

**www.alamedaalliance.org**

**Nicotine Anonymous**

Toll-Free: **1.877.879.6422**

**www.nica-norcal.org/meetings**

**www.nicotine-anonymous.org**

Nicotine Anonymous brings together groups of people who have felt the grip of nicotine addiction. The primary purpose is to help others to live free of nicotine. Meetings can be in-person, online, or over the phone.

**PEERS Tobacco Freedom Support Group**

440 Grand Avenue, 2nd Floor, Oakland

Phone Number: **1.510.832.7337**

**www.peersnet.org/programs/tobacco-freedom**

Class series where participants learn about living healthy and free from tobacco.

**Smokefree.gov**

Toll-Free: **1.877.448.7848**

**www.smokefree.gov**

Connect with a specialist to get information and answers about quitting smoking. Visit online to receive tools, tips, and resources.

**Vision Care**

The provider of vision care depends on the Alliance plan in which the member is enrolled.

**Alliance Group Care Members**

EyeMed: **1.866.723.0514**

**Alliance Medi-Cal Members**

March Vision Care: **1.844.336.2724**

**Information and Referral Numbers**

**Alameda County 2-1-1**

Toll-Free: **211**

**www.211alamedacounty.org**

Provides housing information, and critical health and human services referrals.

**Alameda County Family Health Line**

Toll-Free: **1.888.604.4636**

**www.achealthcare.org**

Referrals to health care and support services.

If you find an error in this resource directory, you can report the error by contacting Alliance Health Programs:

Phone Number: **1.510.747.6038**

Email: **livehealthy@alamedaalliance.org**