

MEMBER CONNECT

Summer/Fall 2023

ALAMEDA
Alliance
FOR HEALTH

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ALAMEDA COUNTY

Helping People in Our Community Since 1996



PROVIDER SPOTLIGHT: BRINGING A COMMUNITY LENS INTO HEALTH CARE – DR. NOHA ABOELATA'S STORY

Dr. Noha Aboelata, MD, known as “Dr. Noha” by her patients, colleagues, and friends, is a true advocate for our community. Dr. Noha dedicates her career to helping address and remove health disparities. Her passion is to help improve the health of underrepresented communities, and she is a pioneer in her field. Dr. Noha is a family physician and the founder of Roots Community Health Center (Roots).

www.alamedaalliance.org

PO Box 3789
San Leandro, California 94578

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Born and raised in Oakland, California, Dr. Noha went to Oakland public schools and then went on to earn her medical doctorate from Howard University School of Medicine.

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Roots was founded in 2008 and its mission is to *uplift those impacted by systemic inequities and poverty. It accomplishes this through medical and behavioral health care, health navigation, workforce enterprises, housing, outreach, and advocacy.*

After completing her residency in southern California, Dr. Noha came back home to Oakland to serve her community and founded Roots in East Oakland. Under the leadership of Dr. Noha, Roots started as a two-person volunteer effort that grew into a multi-campus, multi-county nonprofit with over 200 full-time staff serving over 10,000 patients.

Health is more than just the absence of disease. Care goes beyond the exam room and the doctor's office. Roots believes in health for the whole person and aim to improve the wellness of the entire individual beyond medical services. Dr. Noha understood this and pioneered the provision of a model for improving wellness that Roots calls "Whole Health." Whole Health is community-based, community-driven, and community-empowering. Whole Health includes culturally responsive, wrap-around medical, social, employment, nutritional, and educational services, and community-led public policy engagement. Whole Health aims to empower Roots members to address and change the conditions that impact the well-being of individuals, families, and the communities in which they live and work.

Dr. Noha is also a medical and public health leader beyond her role at Roots. Dr. Noha serves as Vice Chair of the Alameda Alliance for Health (Alliance) Board of Governors. She enjoys working with the Alliance because we offer personal service to members and providers. In this leadership role, Dr. Noha offers not only a provider lens but also a community lens into health care for the Alliance.

In her spare time, Dr. Noha enjoys cooking, being outdoors, and taking walks to get fresh air. She is a proud mother of three (3) sons and loves every second of it.

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IS HOOKAH SMOKING SAFE?



You may have heard of a hookah or seen it before. Hookahs are water pipes that usually have a head, a metal body, a water bowl, and a hose with a mouthpiece. There are also electronic versions like hookah pens. There are many names for it like shisha, narghile, argileh, hubble-bubble, and goza. Hookah bars are popular, and there are fruity flavors of tobacco that even appeal to youth. In 2018, about one (1) in 13 high school students and one (1) in eight (8) young adults in the United States had used hookahs to smoke tobacco.

Hookah smoking is not safe. The truth is hookah smoking, like cigarette smoking, has many health dangers.

Hookah smoke has harmful chemicals such as nicotine, tar, and heavy metals. Hookah use can cause serious health problems to the person smoking and the people around them.

- Hookah smoke can increase your risk for cancer, heart disease, and other health problems.
- Hookah smoke can affect a baby's weight and their lungs.

For help to quit smoking, you can talk to your doctor about a quit plan. You can also call the Kick It California Helpline toll-free at 1.800.300.8086.

For more resources about quitting smoking, visit www.alamedaalliance.org/live-healthy-library and click "Quit Smoking" or send us a **Wellness Programs & Materials Request Form** found on page 20.

Source: *Centers for Disease Control and Prevention: www.cdc.gov/tobacco/data_statistics/fact_sheets/tobacco_industry/hookahs/index.htm#hookah-use*

HEALTH CARE – DR. NOHA ABOELATA'S STORY



The Alliance is honored to have Dr. Noha care for our members and serve as a leader on the Alliance Board of Governors. Her passion for improving health care, empowering work, and community impact are invaluable to the Alliance, our members, provider partners, and the community.

We look forward to the ongoing work with Dr. Aboelata and Roots in finding the best ways to serve all.

Do you want to learn more about Dr. Aboelata? Please visit our website to watch an up-close and personal message from Dr. Aboelata at www.alamedaalliance.org.

You can also connect with us on Facebook, Instagram, or X (formerly known as Twitter) to view the video.



www.facebook.com/alamedaallianceforhealth



[@alamedaalliance](https://twitter.com/alamedaalliance)



[@alamedaallianceforhealth](https://www.instagram.com/alamedaallianceforhealth)

Alliance members can choose Roots Community Health Center as their 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

Roots Main Clinic

9925 International Blvd.

Oakland, CA 94603

Monday – Friday, 9 am – 5 pm

Phone Number: **1.510.777.1177**

Roots offer services throughout the Bay Area. For more information and locations, please visit rootsclinic.org.

THE ALLIANCE NAMES MATTHEW WOODRUFF AS CHIEF



Matthew Woodruff became the new Chief Executive Officer (CEO) of the Alliance on June 1, 2023.

Former Alliance CEO Scott Coffin served in this role for close to a decade and retired on May 31, 2023. Mr. Coffin began serving as CEO in early 2015, led the organization out of state control, transformed the operations into good standing, experienced many successes, and left the organization in good hands under the leadership of Mr. Woodruff.

Today, the Alliance employs almost 500 staff and reports more than \$1.3 billion in revenue annually, maintains national quality accreditations (credits), meets regulatory compliance (adherence to laws), and has over \$200 million in financial reserves. Under Mr. Coffin's leadership, the Alliance's success was recognized by state and federal regulators for the efficiency of its operations and rapid improvement of quality scores. The Alliance moved from the third-lowest quality scores to the fourth-highest managed care organization statewide.

Over the last eight (8) years, the Alliance has created a series of primary care incentive programs and pilots to manage complex medical cases. This program gave more than \$84 million to local providers to improve the quality of care for adults and children. To support the needs of older adults, children, and families, Mr. Coffin forged new relationships with the Alameda County Board of Supervisors, Alameda County Agency leaders, and leaders of community-based organizations to expand access to health services. Mr. Coffin's commitment to addressing gaps in care and social factors that impact the health of underserved people to help have a positive impact on their lives has driven the organization to launch population health programs. In the last year of Mr. Coffin's leadership, the Alliance successfully implemented the first phase of the CalAIM program, including Enhanced Care Management (ECM), Community Supports (CS), and Major Organ Transplants (MOT).

With more than 27 years of experience as a health care leader, Mr. Woodruff is known as a national expert and industry leader in operations for Medicare Advantage and Medi-Cal Managed Care Plans. Mr. Woodruff received the U.S. Department of Health and Human Services Secretary's Award for Distinguished Service for his work in developing the current Medicare bidding process.

As a third-generation Mexican American, Mr. Woodruff was raised in the Bay Area, is a graduate of St. Mary's College of Moraga, and lives with his wife and two (2) kids in the East Bay.

EXECUTIVE OFFICER AS SCOTT COFFIN RETIRES

“The Alliance Board of Governors appreciates Matt’s empathic, member-first approach to his work and his deep knowledge of how Medi-Cal operates. His decades of Medicare experience position him well to lead us as we move into that line of business,” said Rebecca Gebhart, Chair of the Alliance Board of Governors. *“The Board is confident that Matt will succeed as the CEO and will continue the incredible track record of achievement that the Alliance had under Scott Coffin’s leadership.”*

“Matt’s experience with the Alliance will be particularly valuable in helping us navigate the transformational changes in the state CalAIM program designed to provide a fair, coordinated, and person-centered approach to overall health for our Medi-Cal members,” added Dr. Noha Aboelata, Vice Chair of the Alliance Board of Governors.

Beginning in 2015, Mr. Woodruff served on Mr. Coffin’s executive team as the Chief Operating Officer (COO) at the Alliance. In this role, Mr. Woodruff led the Alliance’s day-to-day operations and strengthened the organization’s internal (inside) and external (outside) partnerships. Under his leadership, the Alliance attained national recognition, achieving Center of Excellence status for superior employee satisfaction, member satisfaction, and an amazing level of service to its members. Mr. Woodruff’s work to develop strong relationships with the Alliance provider network led to better satisfaction rates with our community providers, reaching a record level in 2022 and increasing by 28% since 2015.

When Mr. Coffin announced his retirement in 2022, *“the CEO recruitment had a large number of outstanding candidates but in the end, Matt stood out, and was the top recommendation of the Alliance CEO Search Committee,”* said Dr. Evan Seevak, a member and former Chair of the Alliance Board of Governors and Chairperson for the CEO Search Committee. *“In the interview process, Matt demonstrated his deep knowledge of the Alliance, Medi-Cal Managed Care, and Medicare, and our members, providers, and our local community. We are excited to have Matt step into his new role.”*

“The Alliance has completed a successful turnaround in the last eight (8) years and the organization will continue in good standing for many years into the future. The Alameda County Medi-Cal program will change into a County-Organized Model with several new Medi-Cal services addressing social determinants of health, including supportive services for older and fragile adults, and services that address a variety of food and housing insecurities. The Alliance has pioneered and invested in a series of pilot programs to overcome health disparities, including Recipe4Health, Whole Person Care, and Health Homes, and it will be launching a new pilot to help formerly incarcerated (jailed) residents coordinate re-entry services. I have full confidence in Matt’s leadership and his commitment to fulfill the mission and vision of the Alliance, and to continue strengthening the local collaboration with our safety-net partners,” said former CEO of the Alliance, Scott Coffin.

THE ALLIANCE NAMES NEW BOARD CHAIR, VICE CHAIR, AND WELCOMES TWO (2) NEW BOARD MEMBERS

The Alliance announced that Mrs. Rebecca Gebhart has been named Chair of the Alliance Board of Governors. The board is the governing body of the Alliance, which is the leading Medi-Cal managed care health plan. They serve more than 80% of the adults and children in the Medi-Cal program in Alameda County.

"The Alliance remains fully committed to administering the best health care services to all and has continually strived to improve the quality of living for Alameda County residents since 1996," said Scott Coffin, former Alliance CEO. "As long-time health care and community leaders, the Board of Governors provide valuable perspectives to advise and better align to our mission and vision, to expand our services to reach more people, and to improve the local health care system through strategic integration."

"I am honored to take on the role as Chair of the Alliance Board of Governors and work with my colleagues on the Board to help move the plan's mission forward in improving the health and well-being of our members," said Mrs. Gebhart.

Mrs. Gebhart, who has served as a Board member since May 2016, has over 20 years of health care finance experience and previously served as the Finance Director at Alameda County's Health Care Services Agency (HCSA) before retiring. Mrs. Gebhart also served as the HCSA Assistant Director, overseeing all financial operations for the \$1 billion agency consisting of Behavioral Health, Administration/Indigent Health, Public Health, and Environmental Health. Dr. Evan Seevak served as the Vice Chair from 2017 to 2019, and as the Chairperson from 2019 through 2022. Dr. Seevak remains a member of the Board of Governors and is recognized and appreciated for more than 11 years of service.

The Alliance was also happy to announce the appointment of Dr. Noha Aboelata as Vice Chair of the Board. Dr. Aboelata is the founder and CEO of Roots Community Health Center and is a dedicated health care leader and advocate committed to eliminating health disparities among low-income individuals in East Oakland and the broader community of Alameda County. Dr. Aboelata has served on the Alliance Board since 2018 and throughout her career has built a holistic approach that focuses on enhancing accessibility and consistent care by connecting patients to a range of resources that support their health and overall wellness.

The Alliance also named two (2) new Board members:

Supervisor Lena Tam, the recently elected member of the Alameda County Board of Supervisors, joined the Alliance as a new Board member. Supervisor Tam is a longtime community leader and public health worker who previously served as Vice Mayor of the City of Alameda. In that role, she secured housing for low-income seniors and worked to enhance safety net services for Alameda residents. She also served as the President of the City of Alameda Health Care Board where she worked tirelessly to keep Alameda Hospital open and ensure it continues to provide emergency services to the community.

Ms. Jody Moore, an Alameda resident and mother of two (2) children, joined the Alliance Board, serving in the Consumer Member seat. As a parent to a child with special needs, Ms. Moore has dedicated many years to backing services that support people with disabilities. Ms. Moore previously sat on Alameda's Commission on Disability and served as Vice Chair for several years. In 2011, she founded the group The Alameda Autism Community Network and has dedicated much of her time to supporting events that bring awareness to issues impacting people with disabilities.

THE ALLIANCE ANNOUNCES NEW CHIEF OF HEALTH EQUITY



The Alliance announced that Mr. Lao Paul Vang has assumed a new role as the health plan's Chief of Health Equity. Mr. Vang is in charge of implementing policies to ensure that health equity (high level of health of all people) is prioritized and addressed throughout the organization and each of the communities served by the Alliance. He is responsible for implementing an overarching vision of diversity, equity, and inclusion that centers Alliance staff, members, community, and provider partners. As Chief of Health Equity, Mr. Vang works closely with community leaders to refine the Alliance's population health strategy by identifying ways to mitigate social determinants of health.

Mr. Vang has extensive experience in public administration and humanitarian affairs. He has created and implemented large-scale human rights and health care equity, global diversity, racial-gender equity, and social inclusion programs throughout his career. Before joining the Alliance, Mr. Vang oversaw public safety operations for a large school district.

He designed new approaches to preventing crime and school violence and developed comprehensive racial equity policies and strategies to remove institutional (organized) racism from systems. Mr. Vang also previously served as the World Health Organization's Chief Human Rights and Healthcare Equity Officer in West Africa as well as the Chief Human Rights and Diversity Officer for the United Nations Mission in Liberia, West Africa.

"Attaining our health equity goals requires change in our organization, and change in the way we serve the valued residents of Alameda County. The addition of a dedicated humanitarian executive leader into the Alliance family is essential to reach more people," said Scott Coffin, former Alliance CEO. *"Mr. Vang has spent much of his career dedicated to addressing health care inequities for marginalized communities on a global scale, and we're looking forward to having him work to expand our mission and reinforce the work that we do each day to serve our safety net community."*

"I am excited to take on this important role at the Alliance and partner with our dedicated staff and leaders to address member health inequities, and to help deliver meaningful and lasting change, both within our organization and throughout the broader Alameda County community," said Mr. Vang.

BABIES NEED TIME TO GROW



A baby grows throughout the entire pregnancy. For example, the brain, lungs, and liver fully develop during the final weeks of pregnancy. Preterm birth is when a baby is born too early, before 37 weeks of pregnancy. From 2017-2019, about 9% of infants born in Alameda County were born too early. Babies born too early (especially before 32 weeks) may have more health concerns or need to stay in the hospital longer.

Preventing preterm birth is a challenge because many causes may be complex or not well understood.

However, these steps can help reduce the risk of preterm birth:

- Avoid alcohol and drugs.
- Get prenatal care as soon as you think you may be pregnant and throughout the pregnancy.
- Know the warning signs of labor. If you think you are experiencing preterm labor, see a health care provider right away.
- Practice ways to manage your stress.
For help, find a behavioral health care provider in the Alliance network by calling toll-free at **1.855.856.0577**. You can also talk to a counselor at the National Maternal Mental Health Hotline toll-free at **1.833.943.5746**.
- Quit smoking.
For help quitting, please call the Kick It California Helpline toll-free at **1.800.300.8086**. Find more resources on the “Quit Smoking” page at **www.alamedaalliance.org/live-healthy-library**. You can also send us a **Wellness Programs & Materials Request Form** found on page **20**, or call Alliance Health Programs at **1.510.747.4577**.
- Talk with your doctor or other health care provider about the use of progesterone treatment, if you had a previous preterm birth.
- Wait at least 18 months between pregnancies.

If you are pregnant or recently gave birth and need more support, **Alameda County Starting Out Strong** programs may be able to help. They offer groups, classes, and one-on-one visits. To learn more, please call the Alameda County Public Health Department – Maternal, Paternal, Child and Adolescent Health Unit at **1.510.667.4333**.

Find out about classes, programs, and materials on the “Pregnancy & Baby” page at **www.alamedaalliance.org/live-healthy-library**. You can also send us a **Wellness Programs & Materials Request Form** found on page **20**, or call Alliance Health Programs at **1.510.747.4577**.

Article adapted from: Centers for Disease Control and Prevention: www.cdc.gov/reproductivehealth/maternalinfanthealth/pretermbirth.htm

GET YOUR INITIAL HEALTH APPOINTMENT (IHA)!

Are you a new Alliance member? One of the first things you should do is meet your primary care provider (PCP), a doctor or nurse who takes care of your health. This first visit is called an Initial Health Appointment (IHA). It is best to schedule your IHA within four (4) months of joining the Alliance.

During an IHA, you:

- Share your current health concerns and past health history.
- Have a physical exam.
- Learn about any vaccines or screenings you may need.
- Get other resources from your PCP.

IHA visits are the first step in ensuring long-lasting good health and starting a good relationship with your PCP. Call your PCP to schedule your appointment.

If you have questions about the IHA or your PCP, please call:

Alliance Member Services Department

Monday through Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments: **711/1.800.735.2929**



BLOOD PRESSURE MATTERS

Blood pressure is the force put on the walls of the blood vessels with each heartbeat. These vessels carry blood from your heart to other parts of your body. When your blood pressure stays high, your risk increases for problems like heart disease and stroke. The good news is that you can work to manage your blood pressure.

To help keep your blood pressure in a healthy range, follow these healthy habits:



Know your numbers. Ask your doctor what your blood pressure numbers are and what that means for you. If your blood pressure is too high, follow your doctor's treatment plan.



Get moving. Try walking, dancing, or your favorite activity. All you need is 30 minutes a day, five (5) days a week. Remember, you do not have to do it all at once.



Eat healthy. Add more fruits and vegetables to your meals. Limit foods with salt, fat, and sugar.



Limit alcohol. For men, no more than two (2) drinks per day are recommended. For women, no more than one (1) drink per day is recommended.

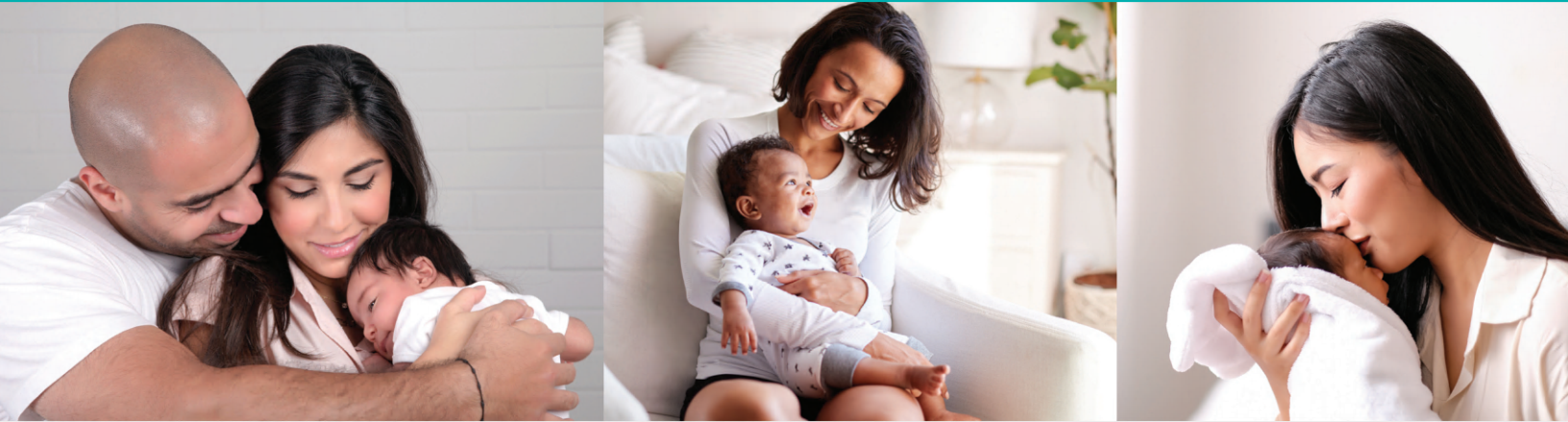


Don't smoke. If you smoke, work with your doctor to make a quit plan or call the Kick It California Helpline toll-free at **1.800.300.8086**.



Manage stress. Find healthy ways to help you relax. You can try deep breathing, stretching, or meditation.

WELL-VISITS FOR YOUR NEWBORN (BIRTH – 30 MONTHS)



Young children grow quickly, so they need to visit their doctor often for checkups (also called well-child visits). During these visits, the doctor will check how your child is growing and may provide preventive screenings and vaccines. You can also share any questions or concerns you have about your child's health and development.

It can be challenging to keep track of so many appointments. The chart below shows the recommended timing for these visits. Your child's doctor will be able to help you schedule all the visits your child needs. You can cut out this chart and keep it as a reminder for when you are scheduled to see your child's doctor.



AGE 0 TO 12 MONTHS

	3-5 days	1 month	2 months	4 months	6 months	9 months	12 months
DATE							

AGE 15 TO 30 MONTHS

	15 months	18 months	24 months	30 months
DATE				

Call your child's doctor today to schedule a well-child visit.

If you have any questions, please call:

Alliance Member Services Department

Monday through Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments: **711/1.800.735.2929**

YOUR TRANSPORTATION BENEFIT

Alliance Medi-Cal members can get transportation at no cost to medical appointments and covered services.

Two (2) types of transportation services are covered by the Alliance:

1. Non-emergency medical transportation (NEMT)
2. Non-medical transportation (NMT)

WHAT IS NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)?

Non-emergency medical transportation (NEMT) uses an ambulance, litter van, wheelchair van, or air transport. NEMT does not use a car, bus, or taxi.

You are entitled to use NEMT when you physically or medically are not able to get to your medical, dental, mental health, or substance use disorder appointment by car, bus, train, or taxi, and the Alliance pays for the treatment of your medical or physical condition.

Before getting NEMT, you need to request the service through your doctor. Your doctor will prescribe the correct type of transportation to meet your medical condition. Your doctor must fill out a Physician Certification Statement (PCS) form to request the type of transportation you need.

To access this form your doctor can:

- Visit the Alliance website at www.alamedaalliance.org/members/medi-cal/benefits-and-covered-services
- Call the Alliance Provider Services Department at **1.510.747.4510**

Your request for NEMT must be pre-approved by the Alliance before your scheduled appointment.

Once approved, the approval is good for up to **12 months** depending on the medical need.

Additionally, there are no limits to how many rides you can get. Your doctor will need to reassess your medical need for non-emergency medical transportation and re-approve at least every **12 months**.





WHAT IS NON-MEDICAL TRANSPORTATION (NMT)?

Non-medical transportation (NMT) uses a car, taxi, bus, or other public or private way of getting to your medical appointment.

You can use NMT when you are:

- Traveling to and from a medical appointment
- Picking up prescriptions and medical supplies

USING YOUR TRANSPORTATION BENEFIT

Be ready for your ride. To help your ride get you to your appointment on time make sure you are ready and waiting at the prearranged location at the scheduled time.

HOW TO GET NEMT OR NMT

Call at least three (3) business days in advance to schedule your trip.

Have your trip information ready including:

- Pick up location
- Drop off location
- Time of appointment
- Reason for appointment

To request NMT, please call the Alliance Transportation Line toll-free at **1.866.791.4158**.

If you need help scheduling your trip, please call:

Alliance Member Services Department

Monday through Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments: **711/1.800.735.2929**

IMPORTANT PHONE NUMBERS

Service	Contact Number
Emergency	911
Poison Control	1.800.222.1222
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 (ALLIANCE)

Main Line	1.510.747.4500
Member Services Department Monday – Friday, 8 am – 5 pm	1.510.747.4567
Toll-Free	1.877.932.2738
People with hearing and speaking impairments (CRS/TTY)	711/1.800.735.2929

CARE SERVICES

Behavioral Health Care Services

Alameda Alliance for Health	1.855.856.0577
Alameda County Behavioral Health Care Services (ACCESS)	1.800.491.9099

Dental Care Services

Medi-Cal Members: Medi-Cal Dental	1.800.322.6384
Group Care Members: Please call Public Authority for In-Home Supportive Services (IHSS)	1.510.577.3552

Vision Care Services

Medi-Cal Members: MARCH Vision Care	1.844.336.2724
Group Care Members: Please call Public Authority for In-Home Supportive Services (IHSS)	1.510.577.3552

Nurse Advice Line

Medi-Cal Members	1.888.433.1876
Group Care Members	1.855.383.7873

KEEP IN TOUCH WITH US AND JOIN THE CONVERSATION!



facebook.com/alamedaallianceforhealth



[@alamedaalliance](https://twitter.com/alamedaalliance)



[@alamedaallianceforhealth](https://instagram.com/alamedaallianceforhealth)



[@alameda-alliance-for-health](https://linkedin.com/company/alameda-alliance-for-health)



[@alamedaalliance](https://youtube.com/alamedaalliance)

ALLIANCE 2023-2024 HOLIDAY CALENDAR

The Alliance office will be closed in observance of the following holidays:

2023

Thanksgiving Day

Thursday, November 23rd

Day After Thanksgiving

Friday, November 24th

Floating Holiday (Christmas Eve)

Friday, December 22nd

Christmas Day (Observed)

Monday, December 25th

2024

New Year's Day

Monday, January 1st

Martin Luther King Jr. Day

Monday, January 15th

Presidents' Day

Monday, February 19th

Cesar Chavez Day

Monday, April 1st

Memorial Day

Monday, May 27th

Juneteenth Holiday

Wednesday, June 19th

Independence Day

Thursday, July 4th

Labor Day

Monday, September 2nd

Veterans Day

Monday, November 11th

Thanksgiving Day

Thursday, November 28th

Day After Thanksgiving

Friday, November 29th

Floating Holiday (Christmas Eve)

Tuesday, December 24th

Christmas Day

Wednesday, December 25th

ADDRESS AND PHONE NUMBER CHANGES

If you move or get a new phone number, please let us know by calling the Alliance Member Services Department at **1.510.747.4567**.

PROGRAM AND MATERIALS AT NO COST

Would you like to get more resources or learn more about classes and programs?

Just fill out the **Alliance Wellness Programs & Materials Request Form** on page **20**, check the programs or materials that you want, and send it to us. Programs and materials are at no cost to you as our Alliance member. To learn more, please call the Alliance Member Services Department at **1.510.747.4567** or visit **www.alamedaalliance.org/live-healthy**.

LANGUAGE SERVICES AT NO COST

We offer our Alliance members interpreters for health care visits and health plan documents in their 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**.

QUALITY IMPROVEMENT PROGRAM

The Alliance Quality Improvement (QI) program helps improve care for our members. We look to see if you are getting regular exams, screenings, and tests that you need. We also find out 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 meet 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**.

NOTICE OF NON-DISCRIMINATION AND LANGUAGE ACCESS

Discrimination is against the law. The Alliance follows state and federal civil rights laws. The Alliance does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

English

ATTENTION: If you need help in your language call **1.877.932.2738** (TTY: **1.800.735.2929**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1.877.932.2738** (TTY: **1.800.735.2929**). These services are at no cost.

Mensaje en Español (Spanish)

ATENCIÓN: Si necesita ayuda en su idioma, llame al **1.877.932.2738** (TTY: **1.800.735.2929**). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1.877.932.2738** (TTY: **1.800.735.2929**). Estos servicios son gratuitos.

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 **1.877.932.2738** (TTY: **1.800.735.2929**)。这些服务都是免费的。

Khẩu Hiệu Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1.877.932.2738** (TTY: **1.800.735.2929**). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1.877.932.2738** (TTY: **1.800.735.2929**). Các dịch vụ này đều miễn phí.

Tagalog

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1.877.932.2738** (TTY: **1.800.735.2929**). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1.877.932.2738** (TTY: **1.800.735.2929**). Libre ang mga serbisyong ito.

Alameda Alliance for Health Wellness Programs & Materials



Member Request Form – 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 select 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.



CLASSES & PROGRAM REFERRALS

- Asthma
- Breastfeeding Support
- CPR/First Aid
- Diabetes
- Diabetes Prevention Program (*prediabetes*)
- Healthy Eating, Exercise, and Weight
- Heart Health
- Parenting
- Pregnancy and Childbirth
- Quit Smoking
(please have Kick It California call me)



MEDICAL ID

- Choose one: Bracelet Necklace
- Asthma
 Child Adult
 - Diabetes
 Child Adult



WRITTEN MATERIALS

- Advance Directive (*medical power of attorney*)
- Alcohol and Other Substance Use
- Asthma
- Back Pain
- Birth Control
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Domestic Violence
- Healthy Eating, Exercise, and Weight
 Child Adult
- Heart Health
- Parenting
- Pregnancy
- Preventive Care
- Quit Smoking
- Safety
 Child Adult
- Sexual Health
- Stress and Depression
 Child Adult

Name (self): _____
 Alliance Member ID Number: _____
 Child's Name (if applies): _____
 Child's Member ID Number: _____
 Age of Child: _____
 Address: _____
 City: _____ Zip Code: _____

Written Language: _____
 Spoken Language: _____

The requested materials will be mailed to you. How may the Alliance contact you?

- Please check all that apply:
- Phone: _____
 - Email: _____
 - Text: _____



To order, please complete this form on the member portal
 at www.alamedaalliance.org or mail this form to:

Alliance Health Programs • 1240 South Loop Road, Alameda, CA 94502

Phone Number: **1.510.747.4577** • Toll-Free: **1.855.891.9169**

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