

Alameda Alliance for Health Provider Resource Guide

Free Health Education, Programs, Services & Referrals for Members

Alameda 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. For telephonic interpreters 24/7, providers can call **1.510.809.3986**. If an in-person interpreter is required, please complete the Interpreter Request Form found at www.alamedaalliance.org/providers/language-access.

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, Vietnamese, and Tagalog. Providers may request copies of these materials, either in an electronic format or printed copy.

Many handouts can also be found on our website at 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

Fax: **1.877.813.5151**

Fax Form: www.alamedaalliance.org/providers/patient-health-wellness-education

Website: www.alamedaalliance.org

Questions? Please call Alliance Health Programs
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Phone Number: **1.510.747.4577**
www.alamedaalliance.org

Asthma

Alameda County: Asthma Start Program

Phone Number: **1.510.383.5181**

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

Members: **1.855.856.0577**

The Alliance has one (1) 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, and others will be referred if appropriate to Alameda County Behavioral Health Care Services.

Alameda County Substance Use Access & Referral Helpline

Medi-Cal members: **1.844.682.7215**

www.acbhcs.org/substance-use-treatment

Screening and referrals to any substance use level of care within Alameda County Behavioral Health Care Services.

Breastfeeding

Alta Bates Summit Medical Center Lactation Consults

Members: **1.510.204.6546**

Members can call to schedule an appointment with a lactation consultant.

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**
- Stanford Health Care – Tri-Valley (call the Alliance to enroll in a class): **1.925.416.3598**
- La Leche League: **llnocal.org**
- Washington Hospital: **1.510.818.5040**
- Kaiser San Leandro: **kp.org/sanleandro/prenatal**

Case and Disease Management (CMDM)

Alliance CMDM Program

Members: **1.877.251.9612**

www.alamedaalliance.org/providers/case-and-disease-management

This telephonic program is designed to assist in managing the care of medically complex members. Our team of nurses, social workers, and health navigators offer support and coordination of services to improve patient outcomes and member satisfaction across the care continuum. Please call or use the referral form on our website.

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www.alamedaalliance.org

Community-Based Adult Services (CBAS)

Members: **1.877.251.9612**

www.alamedaalliance.org/providers/case-and-disease-management

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 use the referral form on our website or call 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

Medi-Cal Dental: **1.800.322.6384**

www.dental.acphd.org

Alameda County Office of Dental Health

Call to Enroll: **1.510.208.5910**

Free preventive dental care coordination for Medi-Cal members who are pregnant or are 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

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

Alta Bates Summit Diabetes Center

2450 Ashby Ave. Room 1140, Berkeley

Phone Number: **1.510.204.1081**

www.sutterhealth.org/absmc/services/diabetes

ADA-recognized program. Physician referral required.



Eden Medical Center

20101 Lake Chabot Road, Castro Valley

Referrals: **1.510.727.3032**

www.sutterhealth.org/eden/services/diabetes

Physician referral required. Please call and ask for fax referral form.

Stanford Health Care Tri-Valley

5725 W. Las Positas Blvd., Suite 220, Pleasanton

Referrals: **1.925.416.6720**

stanfordhealthcare.org/tri-valley/medical-clinics/diabetes-program.html

Gestational diabetes only. ADA-recognized program. Physician referral required. Offers a diabetes wellness support group open to anyone living with diabetes.

Washington Hospital Outpatient Diabetes Center

1900 Mowry Ave., Fremont

Referrals: **1.510.818.6556**

www.whhs.com/diabetes

ADA-recognized program. Physician referral required. Offers diabetes support group that meets monthly and diabetes education series presented every other month that are open to the public.

Domestic Violence

Alameda County Family Justice Center

Phone Number: **1.510.267.8800**

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 Housing Information Project (AHIP)

Phone Number: **1.510.537.2600**

www.edenir.org/contact-ahip

Offers free needs assessment and resource referrals to housing and social services in Alameda County.

HIV/AIDS Clinics

Members: **1.510.747.4567**

Providers: **1.510.747.4510**

www.alamedaalliance.org/help/find-a-doctor

To find clinics or providers that specialize in HIV/AIDS, please search the online provider directory or call the Alliance.

Heart Health

Local Hospitals

Local hospitals offer education on heart disease (Tri-Valley) and support groups for stroke (Tri-Valley and 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 Senior Information

Toll-free: **1.800.510.2020**

seniorinfo.acgov.org

Senior information and referrals.

Center for Independent Living, Inc.

Phone Number: **1.510.841.4776**

www.thecil.org

Serves people with disabilities in the Berkeley/Oakland area.

Community Resources for Independent Living

Phone Number: **1.510.881.5743**

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**

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

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/patient-health-wellness-education

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



Healthy Together Nutrition Class

UCSF Benioff Children's Hospital Oakland

Providers: **1.510.428.3772**

www.ucsfbenioffchildrens.org/clinics/nutrition-counseling-clinic

One-time class in English or Spanish taught by a Registered Dietitian (RD). Patients ages 5-18 who are referred to UCSF Benioff Children's Hospital for weight management attend with their parents. Please use the link above to place a referral for "ambulatory referral to clinical nutrition"; include "Healthy Together Nutrition Class" and "ENG" or "SPA" in your comments. Patients with other conditions may need a specialist referral in addition to or instead of this class.

Multicultural Fitness Virtual Program and Wellness Walks East Bay Regional Parks

Toll-Free: **1.888.327.2757**

www.ebparks.org/WF

www.ebparks.org/WellnessWalks

Group walks led by park naturalists at East Bay regional parks and virtual fitness sessions. Please visit the website for list of events.

Oakland Activity Guide

Oakland Unified School District and the City of Oakland

www.inplay.org/r/oakland

Search online for local summer and after-school activities for children and youth.

Questions? Please call Alliance Health Programs

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Phone Number: **1.510.747.4577**

www.alamedaalliance.org

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.



Women, Infants, and Children (WIC)

Toll-Free: **1.888.942.9675**
myfamily.wic.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

calfreshhealthyliving.cdph.ca.gov
health.gov/moveyourway
healthyeating.nhlbi.nih.gov
www.cdc.gov/healthyweight
www.eatfresh.org
www.fmfinder.org

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

Parenting

Alameda County: Fatherhood Initiative

Phone Number: **1.510.667.4342**
www.acphd.org/fatherhood-initiative

Provides parenting education and male-centered case management. They host Boot Camp for New Dads, anger management program, and fatherhood group.

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.

Community Child Care Council (4Cs) of Alameda County

Phone Number: **1.510.582.2182**
4calameda.org

Offers free tip sheets, classes and workshops. Serves San Leandro to Fremont area.

Hively

Phone Number: **1.925.417.8733**
www.behively.org

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

Family Paths Parenting Classes & Helpline

Toll-Free Helpline: **1.800.829.3777**
www.familypaths.org

24-hour Parenting Stress Helpline offers crisis support, resources, and referrals. Alliance members can also request to sign up for positive parenting and fatherhood & co-parenting class series.

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**

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

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.



Alameda County: Black Infant Health

1100 San Leandro Blvd., San Leandro
Phone Number: **1.510.618.2019**

Weekly group sessions for African American pregnant and parenting people 18 years of age and older. Provides education, support, and case management.

Alameda County: Starting Out Strong

Phone Number: **1.510.667.4333**
Email: **homevisiting@acgov.org**
https://startingoutstrong.info

Starting Out Strong programs offer family support services and health education to people who are pregnant, parenting a child under 36 months, or have suffered a pregnancy loss and want to become pregnant again. Referral form is available on their website.

Smoking Cessation

The Alliance does not require members to be enrolled in a quit program to receive tobacco treatment medicines. However, participating in a program can help increase the chance of success.

Asian Smokers' Quitline

Cantonese/Mandarin: **1.800.838.8917**
Vietnamese: **1.800.778.8440**
asiansmokersquitline.org

Kick It California (formerly California Smokers' Helpline)

English: **1.800.300.8086**
Spanish: **1.800.600.8191**
kickitca.org

Asian Smokers' Quitline and Kick It California offer telephone counseling to quit smoking, vaping, and smokeless tobacco. Interpreters offered.

City of Berkeley: Quit Smoking Class

Phone Number: **1.510.981.5330**
Email: **quitnow@cityofberkeley.info**

"Freedom from Tobacco" quit smoking classes is an 8-class series. Alliance members can call to sign up.

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.

Smokefree.gov

Toll-Free: **1.877.448.7848**
www.smokefree.gov

Connect with a specialist in English or Spanish 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

Alameda County Public Authority: **1.510.577.3552**

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**

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**

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