

# ALLIANCE ALERT

Spring 2016

## Making Quality Health Care Accessible and Affordable in Alameda County Since 1996

**O**n January 1, 2016, the Alameda Alliance for Health (Alliance) turned 20 years old! The Alliance was created by and for Alameda County residents. The Alliance

started providing services to the first member on January 1, 1996. Today, the Alliance manages health care services for more than 250,000 members in Alameda County.

The Alliance provides health care coverage for men, women, and children in our community through two programs, Medi-Cal and Group Care. The Alliance works with doctors and community partners to provide health care services to our members. The Alliance is proud to offer our members a network of more than 4,000 doctors and specialists, hospitals, and pharmacies. The Alliance will continue to be committed to member satisfaction and high standards of service to our diverse community for years to come.

alamedaalliance.org

1240 South Loop Road  
Alameda, California 94502

# Star Chef Takes a Stand Against Heart Disease

Be good to your heart by making healthy choices.



Carla Hall is known for her delicious food. You may know her as a cohost on ABC's food talk show *The Chew*. She was also a finalist on Bravo's *Top Chef*. Hall uses her star-chef status to help spread awareness about heart disease prevention.

Coronary heart disease is the most common form of heart disease. It is the number one killer of women in the United States. One in four women dies from heart disease. Hall's family has a history of heart problems. This inspired her to get involved in the fight against heart disease.

Hall participated in last year's

"Go Red for Women" fashion show, an event where celebrities support women's heart health.

Hall suggests making healthy food choices to help prevent heart disease. Avoid foods that are high in salt, sugar, and fat. Getting regular exercise also reduces your risk. Talk to your doctor about your risk factors.

Learn more about heart disease at [www.heart.org](http://www.heart.org). And visit Hall's site [www.carlahall.com](http://www.carlahall.com) to learn some of her healthy recipes.

Want to learn more about heart health? Make a request on the Wellness Form on page 5, or call 510-747-4577 (CRS/TTY: 711).

## 5 High Blood Pressure Myths

High blood pressure affects one in three Americans. Learn the truth about this condition.

### MYTH 1: You can tell when you have high blood pressure.

You can't feel high blood pressure. That's why it's often called "the silent killer." That's also why you get a blood pressure reading at every doctor's visit.

### MYTH 2: You can't avoid high blood pressure.

In truth, there is plenty you can do. Eat a healthy diet and get regular exercise. Also, maintain a healthy weight, walk or move more, avoid smoking, and control stress levels.

### MYTH 3: You don't need to check your blood pressure at home.

Checking your blood pressure

at home can help you track the condition. You can also provide the results to your doctor.

### MYTH 4: You can limit high blood pressure by not adding salt to food.

Yes, you should put down the table salt. But you also need to read food labels. Most packaged foods and fast food contain a lot of sodium (salt).

### MYTH 5: You can stop taking medication when you feel better.

Never stop taking blood pressure medicine unless your doctor says it's OK. High blood pressure can cause strokes and heart problems. Medicine can help you limit that risk.

To find out more, use the Wellness Form in this issue and check the box next to **Heart Health**, or call 510-747-4577 (CRS/TTY: 711).



# The ABCs of Heart Health

Heart disease is the leading cause of death in the United States. Your best defense is a healthy lifestyle. It's as easy as ABC:

**Avoid tobacco.** If you smoke, get help to quit right now. And if anyone else in your household smokes, urge them to quit.



**Be more active.** Get at least 30 minutes of exercise on five or more days per week. Exercise can help lower blood pressure and cholesterol. It can keep your weight in check, too.

**Choose healthy food.** Eat plenty of vegetables, fruits, whole grains, and high-fiber foods. Also choose fish, lean protein, and low-fat dairy.

Want to learn more about heart health? Make a request on the Wellness Form on page 5, or call 510-747-4577 (CRS/TTY: 711). Smokers can get help quitting by calling 1-800-NO-BUTTS (1-800-662-8887).

## ASK THE DOCTOR

**Q** Why do I need a Primary Care Physician (PCP)?

**A** A primary care physician is your Alliance doctor who provides well care and care when you are sick or hurt. Your PCP also helps coordinate care for chronic problems like asthma or diabetes, provides referrals, and arranges hospital stays. Think of your PCP as a home base for care. This physician could be your family doctor, a physician assistant, or a county or community clinic that is part of the Alliance network. If you are a senior or a person with a disability, you may choose a specialist or clinic as your PCP if the specialist or clinic agrees to be your PCP and is qualified to care for your medical needs.

When choosing a PCP, find someone who makes you feel comfortable. This person will get to know your past and current health care needs. Your PCP's main role is to provide care for non-emergencies. If you need a specialist, your PCP can help you find one.

The goal is for you to get the best care that you can. You might just see your PCP once a year. That's OK. The point is to have a doctor you know and trust for years to come.

Do you need to select or change your PCP? Simply call Member Services at 510-747-4567.

# Teens Need Blood Pressure Checks Too

High blood pressure sounds like an adult problem, but it's becoming more common among teens.

Obesity is the main cause. But other health problems can spike blood pressure, too. High blood pressure is dangerous at any age, so don't ignore the problem.

## GET YOUR TEEN SCREENED

Your teen should visit the doctor once a year. This is called a wellness exam. During this exam, your teen should have a blood pressure screening. If your teen has a high reading, ask if there is a cause. Tell the doctor if high blood pressure is common in your family.

## MAKE SOME CHANGES

Next, ask how your teen can lower his or her blood pressure. Lifestyle changes are likely needed. That means helping your teen eat healthy and exercise. Get the whole family involved. Start a walking routine, and don't keep junk food at home. Small steps can improve your teen's health today and in the future.

For more ideas on how teens can live healthy, use the Wellness Form in this issue and check the boxes next to **Healthy Eating and Exercise**, or call 510-747-4577 (CRS/TTY: 711).





- 1 Alameda Farmers' Market**  
Haight Ave. and Webster St., Alameda
- 2 Jack London Square Farmers' Market**  
Webster & Water St., Oakland
- 3 Newark Farmers Market**  
2086 NewPark Mall, Newark
- 4 San Leandro Farmers' Market at Bayfair Center**  
Bayfair Center, 15555 East 14th St., San Leandro
- 5 Downtown Berkeley Farmers' Market**  
Center St. & Martin Luther King Jr., Way, Berkeley
- 6 Kaiser Permanente Fremont Farmers' Market**  
39400 Paseo Padre Parkway, Fremont
- 7 North Berkeley Farmers' Market**  
All Organic, at Shattuck Ave. & Rose St., Berkeley
- 8 San Lorenzo Farmers' Market**  
16001 Hesperian Blvd. at Paseo Grande, San Lorenzo
- 9 Dublin Farmers' Market**  
Emerald Glen Community Park, Central Parkway and Tassajara Road, Dublin
- 10 Kaiser Permanente Oakland Farmers' Market**  
3600 Broadway, Oakland
- 11 North Oakland Farmer's Market - Phat Beets Produce**  
Children's Hospital, Oakland at 52nd and Martin Luther King, Oakland
- 12 South Berkeley Farmers' Market**  
Adeline Street and 63rd St., Berkeley
- 13 Ecology Center's Albany Farmers' Market**  
Solano Ave. & San Pablo Ave., Albany
- 14 Kaiser Permanente San Leandro Farmers' Market**  
2500 Merced, San Leandro

**CONTINUED ON OTHER SIDE →**



*Roots Community Health Center. From right to left: April Jordan, MPA, Chief Administrative Officer; Nancy McAfee, M.D.; Aquil Naji, Chief Operations Officer; Dr. Noha Aboelata, M.D., Founder and Chief Executive Officer. Center: Latrail Crawford, Director of Finance and Billing.*

## ROOTS COMMUNITY HEALTH CENTER: Helping Those Who Need It Most

Roots Community Health Center (Roots) is an Alameda Alliance for Health (Alliance) Provider in Oakland, California. The Roots Clinic is located at 9925 International Blvd. The Roots Pediatric Clinic is located at 2700 International Blvd., suite 11.

### Roots was created in 2008 to address troubling health issues and help remove barriers to services and independence in East Oakland.

The vision of Roots was to become a community health center serving the residents who needed it most. Today, Roots provides access to top-quality health care, mental health care, social support, and workforce-development services for men, women, and children in our community. Roots provides services at the East Oakland and Pediatric Clinic locations and through its mobile clinic.

Roots's services go beyond health care. Roots also provides opportunities for rehabilitation, education, training, and employment to help reduce poverty in our community. Roots has created programs to increase job readiness, employment, job retention, and financial independence.

Roots works with local employers and provides workforce-development programs. All of the employees at Clean360, a handcrafted-soap manufacturing company in Uptown Oakland, are a part of the Roots workforce-development program.

Roots provides new programs and services in our community while honoring the "roots" of culture, heritage, and tradition. Roots will continue to provide services and new programs that address the needs in our community. One of the new programs at Roots will be a healthy cooking class for people with diabetes in our community.

For more information about Roots, please visit [www.rootsclinic.org](http://www.rootsclinic.org) or call 510-777-1177.

## HEALTHY MOMS AND HEALTHY PREGNANCY: HEALTHY BABIES

If you are pregnant, you need to see your doctor often. Starting your prenatal care early and going to each visit are important, even if you feel healthy. Make every effort to be seen in the first three months of your pregnancy.

Most women will have a normal pregnancy. But women who do not get care while they are pregnant are more likely to have a problem that impacts the baby's health. The impact on the baby can even affect how the baby grows and learns after birth.

At each visit, the doctor will check your weight and waist size. This shows how much the baby is growing. He or she will also listen to the baby's heart.



Often the doctor will take a blood or urine test. The doctor might take a picture of the baby. This is called an ultrasound. These make sure you and your baby are healthy.

Your doctor will want to see you at these times:

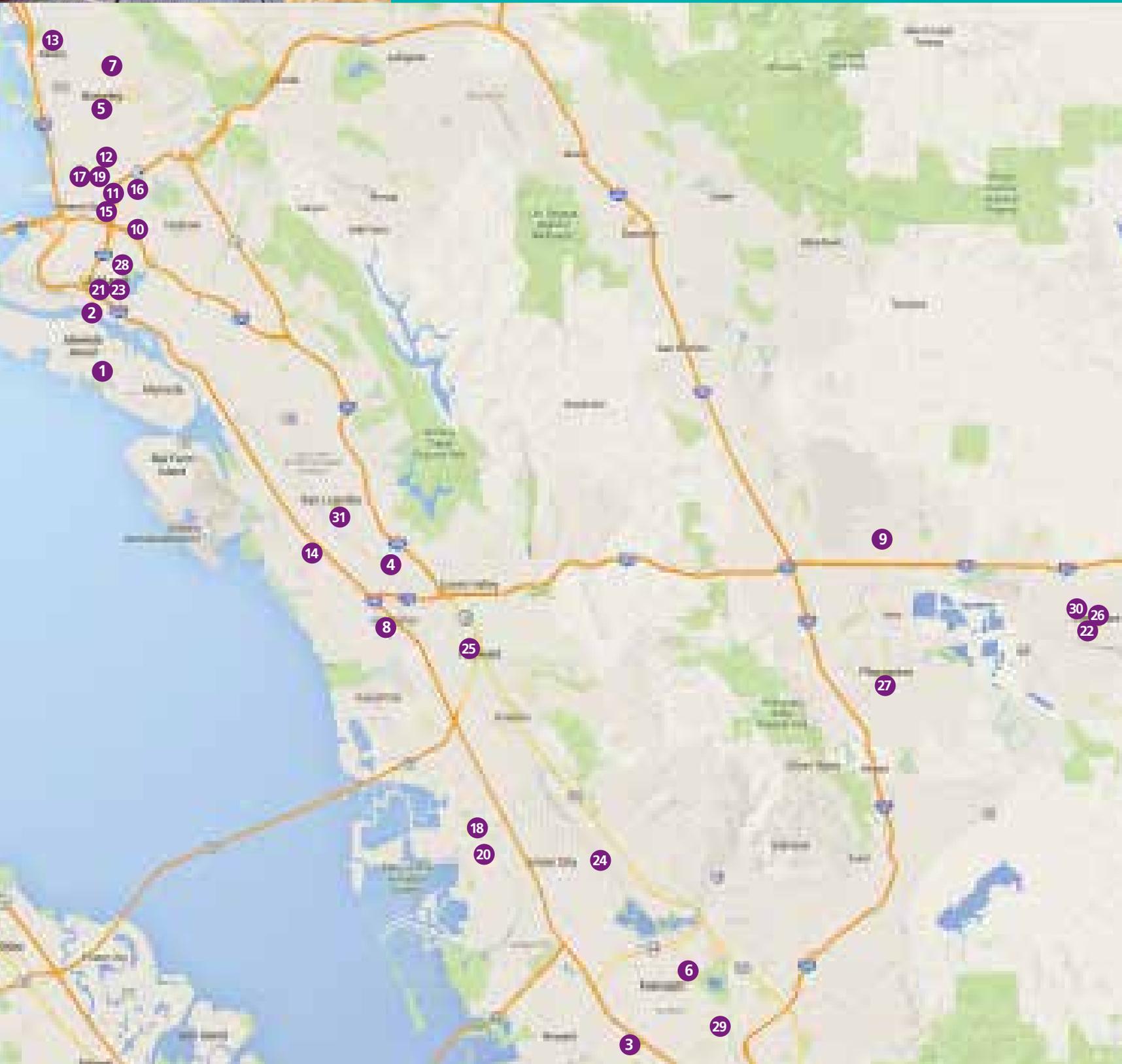
- Weeks 4 to 28, once a month
- Weeks 28 to 36, every two to three weeks
- Weeks 36 to birth, once a week
- After you have your baby, see your doctor between three and eight weeks after delivery.

If you need prenatal care and aren't sure where to go, call Member Services at 510-747-4567 today!



## Alameda County Farmers' Markets

You can find farmers' markets all over Alameda County. Farmers' markets provide a fun and easy way to shop for local fruits and vegetables that are fresh and affordable. Most markets in Alameda County accept EBT cards. Check out this list of more than 30 local farmers' markets in Alameda County. For more information and a complete list, check out [EatFresh.org/county/alameda](http://EatFresh.org/county/alameda).



- 15 North Oakland Farmer's Market - Phat Beets Produce**  
675 41st St., Saint Martin de Porres Community Produce Stand, Oakland
- 16 Temescal Farmers' Market**  
5300 Claremont Ave., Berkeley
- 17 Feel The Beet! Farmers' Market**  
970 Grace Ave., Oakland
- 18 Kaiser Permanente Union City Farmers' Market**  
3553 Whipple Rd., Union City
- 19 North Oakland Farmers' Market - Phat Beets Produce**  
Arlington Medical Center, 5715 Market St., Oakland
- 20 Union City Farmers' Market**  
3864 Smith St., Union City
- 21 Grand Lake - Oakland Farmers Market**  
Grand Ave. and Lake Park Ave., Oakland
- 22 Livermore Farmers' Market**  
Carnegie Park at 3rd and J St., Livermore
- 23 Old Oakland Farmers' Market**  
9th St. and Broadway St., Oakland
- 24 Union City Farmers' Market - East Plaza**  
34400 11th St., Union City
- 25 Hayward Farmers' Market**  
Hayward City Hall Plaza, Hayward
- 26 Livermore Farmers' Market**  
Railroad Ave. and L St., Livermore
- 27 Pleasanton Farmers' Market**  
Main and W. Angela St., Pleasanton
- 28 Uptown Oakland Farmers' Market**  
1 Kaiser Plaza, Oakland
- 29 Irvington Farmers' Market**  
Bay St. and Trimboli Way, Fremont
- 30 Livermore Farmers' Market - Thursday**  
2152 2nd St., Livermore
- 31 San Leandro Downtown Farmers' Market**  
101 Parrott St., between E. 14th St. and Washington Ave., San Leandro



# Black Infant Health

**A**re you African-American and pregnant, or do you have an African-American child younger than 18 months old? The Black Infant Health Program (BIH) may be just what you're looking for. BIH is designed to empower and support pregnant and parenting African-American women.

BIH provides a community of support through group classes, referrals, help getting ready for motherhood, tools to deal with stress, gifts, and more. There are

resources for fathers too! Dad can go to Boot Camp for New Dads, support groups, and special "Daddy and Me" events.

To learn more or enroll, call Black Infant Health at **510-618-1967** or visit their website [www.acphd.org/bih/](http://www.acphd.org/bih/).

**black  
infant  
health** 

Empowering Pregnant and Mothering  
African American Women

## KEEP YOUR CHILD SAFE FROM LEAD

Did you know lead can be found in many places inside and outside your home? It can poison a child, yet your child might not look or act sick. Lead poisoning can make it hard for children to learn, pay attention, and behave. The good news is that there is much you can do to protect your child from lead.

- 1) Ask your child's doctor about testing for lead.** Most children are tested at ages 1 and 2. Getting a blood test for lead is the only sure way to know if your child has lead poisoning. If your child has too much lead, the doctor or health department can help.
- 2) Do not let your child chew on painted surfaces or eat paint chips.** Some old paint has lead in it.
- 3) Wash your child's hands and toys often.** Always wash hands before eating and sleeping. Lead dust can stick on hands and toys.
- 4) Feed your child healthy meals and snacks.** Foods rich in calcium, iron, and vitamin C can help keep lead from hurting your child.

To find out more, call Alameda County Healthy Homes Department at 510-567-8280.

## Playground Safety Tips

**M**onkey bars, slides, and swings. There are lots of reasons kids (and parents) love the playground. But did you know that about 200,000 children are injured at playgrounds each year?

Do a few simple things to avoid injuries. These tips are easy to remember if you just think of the word SAFE.

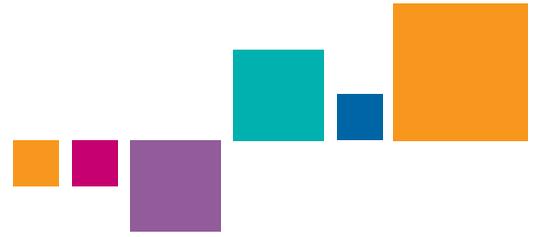
- **Supervision.** Always watch children while they're playing. Make sure they are not running on equipment or being too rough.
- **Age-appropriate.** Children

should use equipment that is safe for their age group.

- **Fall-surfacing.** Falling off equipment is the top cause of injuries. The ground beneath should be cushioned with wood chips, mulch, or sand.
- **Equipment.** Stay away from equipment that is broken or rusty. Equipment should be maintained for safety.

Want to learn more about keeping your children safe? Sign up for free health and safety tips for children. Simply text "OUCH" to 30644.





## WELLNESS PROGRAM REQUEST FORM

Alameda Alliance for Health provides free health education. We want you to take charge of your health by having the best information possible. Please check off the topics that you want.

### 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    Resistance Bands
- Healthy Eating
- Heart Health
- Parenting and Discipline
- Pregnancy and Childbirth
- Quit Smoking
- Safety    Baby    Child    Senior
- Sexual Health
- Stress and Depression

### DVDS:

- Asthma Care    Adult    Child    Exercise    Family    Senior
- Parenting and Discipline (Ages 0 - 3)

### CLASSES & PROGRAMS:

- Asthma
- Alcohol and Other Substance Use
- Breastfeeding Support
- CPR/First Aid
- Diabetes
- Healthy Weight
- Heart Health
- Parenting
- Pregnancy and Childbirth
- Quit Smoking (have Smoker's Helpline call me)
- Senior Centers/Programs

### ID BRACELETS:

- Asthma    Diabetes

### SPECIAL BOOKS:

- Self-Care Guide    Family    Teen    Senior
- What to Do When Your Child Gets Sick
- When Your Child is Heavy
- Cookbook  
(pick one)    Latin    Healthy Meals
- Exercise  
(pick one)    Yoga    Strength    Senior

Name (self): \_\_\_\_\_ Alliance ID Number: \_\_\_\_\_

Child's Name (if applicable): \_\_\_\_\_ Child's ID Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Daytime Phone #: \_\_\_\_\_ Language Preferred: \_\_\_\_\_

Provider Name (if applicable): \_\_\_\_\_ Email Address: \_\_\_\_\_

Materials are for:    Adult    Senior    Child   Age of Child: \_\_\_\_\_

**Send this form to:** Alameda Alliance for Health, 1240 South Loop Road, Alameda, CA 94502

**Fax:** 1-877-813-5151   **Call:** (510) 747-4577 / CRS/TTY: 711   **Email:** livehealthy@alamedaalliance.org

**MEMBERS' RIGHTS AND RESPONSIBILITIES**

As an Alliance member, you have rights and responsibilities. These are listed on our website at [alamedaalliance.org](http://alamedaalliance.org) (click on "Members" and then "Member Materials"). If you would like a paper copy of this information, please call Member Services at 510-747-4567.

**LEARN MORE ABOUT YOUR BENEFITS**

The Evidence of Coverage (EOC) for your Alliance program explains your covered benefits. To find the EOC, go to [alamedaalliance.org](http://alamedaalliance.org), click on "Members," and then click on "Member Materials." To receive a paper EOC booklet, please call Member Services at 510-747-4567.

**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.

Learn more about our QI program goals, progress, and results at [alamedaalliance.org/members](http://alamedaalliance.org/members). If you would like a paper copy of the QI program, please call Member Services at 510-747-4567.



**Important Phone Numbers**

<b>Emergency</b>		<b>911</b>
Poison Control		1-800-876-4766
Alameda County Social Services Medi-Cal Center		1-800-698-1118 or 510-777-2300
Medi-Cal Plan Enrollment/Changes		1-800-430-4263
<b>Alameda Alliance for Health</b>		
Main Number		510-747-4500
Member Services Monday–Friday, 8 a.m.–5 p.m.		510-747-4567 CRS/TTY: 711
<b>Dental Care Services</b>		
Medi-Cal Members: Denti-Cal		1-800-322-6384
<b>Vision Care Services</b>		
Medi-Cal Members: March Vision Care		1-888-493-4070 TTY: 310-216-2309
Group Care Members: EyeMed		1-866-723-0514
<b>Behavioral Health Care Services</b>		
		<b>1-855-856-0577</b>
<b>Nurse Advice Line</b>		
Group Care Members		1-855-383-7873 PIN #690
Medi-Cal Members		1-888-433-1876



**FREE LANGUAGE SERVICE**

Friends and family should not interpret for you at your health care visits. For free help with your language needs, including American Sign Language, call us at 510-747-4567, CRS/TTY: 711/1-800-735-2929.



**ADDRESS AND PHONE CHANGES**

If you move or get a new phone number, call us at 510-747-4567.



If you need help reading this document, please call Member Services at (510) 747-4567.  
 Si necesita ayuda para leer este documento, llame a Servicios al Cliente al (510) 747-4567.  
 假如您看不懂本文件，需要協助或其他語文版本，請致電會員服務部，電話 (510) 747-4567。  
 Nếu quý vị cần được giúp đỡ đọc tài liệu này, xin gọi ban Dịch Vụ Hội Viên tại số (510) 747-4567.

