

# 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 **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 **510.747.4567** to schedule an interpreter.

The Alliance encourages the use of our free interpreter services. If a member prefers to use family or friends, please document it in the member's medical record.

## Pamphlets and Books

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 [alamedaalliance.org/live-healthy](http://alamedaalliance.org/live-healthy).

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

### Alliance Health Programs

Monday – Friday, 8 am – 5 pm

Members: **510.747.4577**

Providers: **510.747.6038**

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

Fax: **1.877.813.5151**

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

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

## JANUARY 2018

### Asthma

#### Asthma Start/Alameda County Public Health

Phone Number: **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 also collaborates with the school and/or day care providers as needed. The program notifies providers regarding their services rendered to specific patients. The Alliance reimburses the program for services. Families or providers may call the program directly or fill out a fax referral.



### Behavioral Health/ Drug and Alcohol Treatment Beacon Health Strategies

Toll-Free: **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 Strategies, and others will be referred if appropriate to Alameda County Behavioral Health Care Services (ACCESS).

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

ALAMEDA  
**Alliance**  
FOR HEALTH



**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: **510.999.6455**
- Brandi Gates: **510.372.3026**
- Tina Benitez: **510.206.7080**

**Breastfeeding Classes and Support Groups**  
Members: **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.

- Alta Bates Summit Hospital: **510.204.6546**
- Eden Hospital (call the Alliance): **510.747.4577**
- La Leche League: [llnocal.org/localgroups.html](http://llnocal.org/localgroups.html)
- St. Rose Hospital: **510.264.4044**
- Tri-City Health Center: **510.456.3584**
- Washington Hospital: **510.818.5041**
- West Oakland Health Council (East Oakland and West Oakland Clinic): **510.835.9610 ext. 2272**

**Women, Infants, and Children (WIC)**  
Toll-Free: **1.888.942.9675**

WIC agencies provides free breastfeeding support and information during both the prenatal and the postpartum period.

**Case and Disease Management**  
**Alliance Case and Disease Management Program**

Toll-Free: **1.877.251.9612**

[www.alamedaalliance.org/providers/medical-management/case-and-disease-management-program](http://www.alamedaalliance.org/providers/medical-management/case-and-disease-management-program)

The Alliance Case and Disease Management 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. Find the referral form on our website.

**Alliance Obstetrics Case Management (OBCM) Program**

Toll-Free: **1.877.251.9612**, select language, then press **4** for the Alliance OBCM Program.

The OBCM program offers free help and support to pregnant and postpartum members.

**Childbirth Education**

Members: **510.747.4577**

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



**Community-Based Adult Services (CBAS)**

Toll-Free: **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 to eligible Medi-Cal beneficiaries enrolled in a managed care plan. 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.



**Dental Care**

The provider of dental care depends on the program in which our member is enrolled.

**Alliance Group Care**

Delta Dental: **1.888.335.8227**

**Alliance Medi-Cal**

Denti-Cal: **1.800.322.6384**

**Diabetes**

Diabetes classes and programs teaches self-management skills for those who have diabetes such as blood sugar testing and monitoring, how and when to access health care, how to work with the primary care provider, and medication administration and timing. The classes offer educational materials, nutrition and exercise tips, and more.

**Alameda County Diabetes Program**

Referrals: **510.383.5185**

**www.acphd.org/diabetes**

American Diabetes Association (ADA) recognized program. Classes offered in English, Spanish, Farsi, Punjabi, Hindi and Urdu. The Alliance reimburses the program for services.

**Alta Bates Summit Diabetes Center**

**3030 Telegraph Ave., Berkeley**

Referrals: **510.204.1081**

**www.altabatessummit.org/diabetes**

American Diabetes Association (ADA) recognized program. New classes start weekly. Find the referral form on their website.

**Bay Area Diabetes and Wellness Center**

**1904 Franklin St., Suite 801, Oakland**

Referrals: **510.922.8208**

**www.bayareadiabeteswellness.com**

American Diabetes Association (ADA) recognized program. Offers a combination of group classes and individual consultations for people with diabetes or pre-diabetes. Find the referral form on their website.

**Eden Medical Center**

**20101 Lake Chabot Road, Castro Valley**

Referrals: **510.727.3032**

**www.edenmedicalcenter.org**

Find 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: **925.416.6710**

**www.valleycare.com**

American Diabetes Association (ADA) recognized program. Physician referral required.

**Washington Hospital Outpatient Diabetes Center**

**3575 Beacon Avenue, Fremont**

Referrals: **510.745.6556**

**www.washingtonhospital.org**

American Diabetes Association (ADA) recognized program.

**Domestic Violence**

**Alameda County Family Justice Center**

Phone Number: **510.267.8800**

Toll-Free: **1.800.799.7233**

**www.acfjc.org**

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

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**www.alamedaalliance.org**



**Emergency Shelter Program**

Toll-Free: **1.888.339.7233**

**www.rubysplace.org**

Provides shelter, food, support, and education to women and children victims of domestic violence.

**Family Violence Law Center**

Phone Number: **510.208.0220**

24-Hour Crisis Hotline: **1.800.947.8301**

**www.fvlc.org**

This center offers violence related assistance to women, crisis intervention, legal assistance, support groups, and teen violence prevention programs.

**HIV/AIDS**

**AIDS Project of the East Bay**

Phone Number: **510.663.7979**

**www.apeb.org**

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

**East Bay AIDS Center**

Phone Number: **510.869.8400**

**www.altabatessummit.org/clinical/aids\_scvs.html**

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

**Hypertension**

**Alameda County Hypertension Class**

Phone Number: **510.383.5185**

**www.acphd.org/diabeteshypertension**

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



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**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: **510.577.3530**

**www.alamedasocialservices.org**

Senior information and referrals.

**Center for Independent Living, Inc.**

Phone Number: **510.841.4776**

TTY: **510.848.3101**

**www.cilberkeley.org**

Serves people with disabilities in Berkeley/Oakland area.

**Community Resources for Independent Living**

Phone Number: **510.881.5743**

TTY: **510.881.0218**

**www.crilhayward.org**

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

**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 Public Health**

Toll-Free: **1.888.604.4636**

**www.achealthcare.org**

Referrals to health care and support services.



**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.

**Injury Prevention  
CPR and First Aid Classes**

Members: **510.747.4577**

Toll-Free: **1.877.932.2738**

The Alliance pays the cost of Adult and Infant CPR and First Aid classes. Members call the Alliance to enroll.

**Parenting  
4Cs of Alameda County**

Members: **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 Central-South County.

**BANANAS, Inc.**

Members: **510.658.7353**

**www.bananasbunch.org**

Offers parent support services and child development instruction. Services are open to residents of Alameda County and are usually free. Serves North County.

**Child Care Links**

Members: **925.417.8733**

**www.childcarelinks.org**

Free events and workshops. Serves East County.

**Family Paths**

Hotline: **1.800.829.3777**

**www.familypaths.org**

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

**Local Hospitals**

Members: **510.747.4577**

Toll-Free: **1.877.932.2738**

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



**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 increase the chance of success for your patient.

**California Smokers' Helpline**

Cantonese/Mandarin: **1.800.838.8917**

English: **1.800.662.8887**

Spanish: **1.800.456.6386**

Tobacco Chewers: **1.800.844.2439**

Vietnamese: **1.800.778.8440**

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

**www.nobutts.org**

California Smokers' Helpline also has a program for pregnant smokers.

**City of Berkeley Quit Smoking Class**

Phone Number: **510.981.5330**

**www.cityofberkeley.info**

"Freedom from Tobacco" quit smoking classes is an 8-class series. Call to sign up.

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**Nicotine Anonymous**

Toll-Free: **1.877.879.6422**

[www.nica-norcal.org/meetings.html](http://www.nica-norcal.org/meetings.html)

[www.nicotine-anonymous.org](http://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**

Text Message: [smokefree.gov/smokefreetxt](http://smokefree.gov/smokefreetxt)

[www.smokefree.gov](http://www.smokefree.gov)

Connect with a National Cancer Institute Information Specialist to get information and answers about quitting smoking. Visit online to receive tools, tips, and resources. Sign up for SmokefreeTXT to receive 3-5 messages per day (message and data rates may apply).



**Vision Care**

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

**Alliance Group Care**

EyeMed: **1.866.723.0514**

**Alliance Medi-Cal**

March Vision Care: **1.844.336.2724**

**Weight Management**

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



**Alliance Health Programs**

[www.alamedaalliance.org/live-healthy/health-issues/healthy-weight](http://www.alamedaalliance.org/live-healthy/health-issues/healthy-weight)

The Alliance recommends these member education resources, which are easy to read and translated.

- **51 Ways to Keep Fit** is a fun listing of 51 ways to get active.
- **Healthy Weight and Your Child** addresses how to increase good nutritional habits and activity.
- **One Small Change** is a goal-setting handout developed for adults, children, or pregnant women. The flyer lists changes in nutrition and physical activity that support a healthy lifestyle.
- **Ready to Reach Your Healthy Weight?** is a general overview of the importance of healthy weight and the role of good nutrition and exercise for adults.

**Weight Watchers**

Members: **510.747.4577**

The Alliance will connect eligible members interested in Weight Watchers with a local meeting and coupons to attend for free. Meetings cover healthy eating topics and peer support to lose weight. Members can contact the Alliance and submit a copy of their weigh-in record to request additional coupons after attending the first series of ten (10) classes. For adults, with some exceptions.

**Websites**

Members: **510.747.4577**

[www.cdc.gov/healthyliving](http://www.cdc.gov/healthyliving)

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

[www.heart.org/healthyliving](http://www.heart.org/healthyliving)

These websites offer information on local farmer's markets, activity programs, good nutrition, recipes and other healthy living referrals.

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