

CEO & PRESIDENT'S MESSAGE – FALL 2025

Thank you for entrusting us with your health care. We know that taking care of your health isn't always easy, especially as we face the many changes coming around health coverage. In this patient newsletter, we include important information about the upcoming changes around Medi-Cal, Medicare and Covered California.

Please know that you are not alone as you navigate through these changes. Our Member Services team are on standby to assist you with enrollment and re-enrollment. Before you consider making any changes, please contact our **Member Services at 510-986-6880**.

For patients who have Medicare, you may be seeing a lot of information about the different Medicare plans. Making changes to this plan may affect whether you can continue to have Asian Health Services as your medical provider. It can also affect what specialists you can see and what medications can be covered by the plan. If you have any questions, please contact our **Member Services at 510-986-6880**.

With regard to vaccines, our AHS health care providers provide the recommended types, dosage, and timing according to California guidelines and laws. While there are many different messages in the media right now about vaccines and health care that can be confusing, Asian Health Services' medically-based recommendations and provision of vaccines for adults, children, and families remain unchanged.

Our mission for over 50 years is to ensure that you receive compassionate, high-quality care. While we know there are many changes and uncertainties coming, we are here for you. Whether it's a medical check-up, dental care, behavioral health support, or help connecting to food, housing, or legal support, our team is here for you and your family.

On behalf of our 600 providers and staff, thank you for allowing us to be part of your journey toward better health. Together, we are building stronger families and a healthier community for all.



Julia Liou, MPH
Chief Executive
Officer



Thu Quach,
PhD, MPH
President





Medi-Cal UPDATES

Important Changes to Medi-Cal coming on January 1, 2026

Please note that there will be important changes to Medi-Cal over the next two years.

The first important change is the enrollment freeze (or no new enrollment) of residents with certain immigration status starting on January 1, 2026. If you have Medi-Cal now, this change will not affect you at this time. You can keep your Medi-Cal as long as you renew your Medi-Cal every year. If you **do not** renew your Medi-Cal within three months after your Medi-Cal expires, you may not be able to get Medi-Cal back so please make sure you renew your Medi-Cal on time. AHS Member Services can help with your renewal!

If you are interested in applying for Medi-Cal, please contact AHS Member Services staff so we can let you know if you are eligible for Medi-Cal or help you apply for another health program.

The second important change is that if both these conditions apply to you, you will not be eligible for Medi-Cal:

- if you are **over 65 years of age or have disability**, AND
- if you have assets over \$130,000 if you are single or \$195,000 if you have a spouse.

Even if you don't qualify for Medi-Cal, you may be eligible for other programs. For those who earn under 200% of the federal poverty level and live in Alameda County, you may be eligible for the Health Program of Alameda County (HealthPAC).

Please contact our Member Services so we can assist you to determine if any of these changes will affect you. **You can contact AHS Member Services at 510-986-6880.**

Below, we provide a Medi-Cal 2026 Eligibility Chart to help you understand what you may be eligible for.

Satisfactory Immigration Status (SIS)	Unsatisfactory Immigration Status (UIS)
Battered Immigrants (non-VAWA) exempt/5-year wait	Asylum Applicant with Work Authorization
Citizens of Micronesia, Marshall Islands, or Palau	Battered Immigrants (non-VAWA), not exempt/ not met 5-year wait
Compact of free Association (COFA)	Deferred Action for Childhood Arrivals (DACA) Recipients
Cuban/Haitian Entrants	Deferred Enforced Departure
Green Card Holders (Exempt/met 5-year wait)	Green Card Holders (not exempt/ not met 5-year wait)
Paroled into U.S. More than One Year	Paroled into U.S. Less Than One Year
Refugees and Asylees	Pending Special Immigrant Juvenile Status
U Visa Holder (Crime Victim)	Temporary Protected Status Holders
U.S. citizens or nationals	U Visa Applicants
Violence Against Women Act (VAWA) Self-Practitioner	Undocumented adults (19+), not pregnant
	Undocumented youth (<19) or pregnant individuals
	Visitor/Student/Work Visa Holder

Satisfactory Immigration Status (SIS) is a legal immigration status that makes an individual eligible for certain government benefits such as Medi-Cal.

****If you have Medi-Cal now, you can still renew your Medi-Cal after January 1, 2026 even if you are not SIS.**

Keep your family covered - Renew Medi-Cal on time!

COMMUNITY SAFETY NOTICE

At **Asian Health Services**, we are committed to supporting your health and safety both in our clinics and throughout the Oakland community. Here are a few tips to help keep you and your loved ones safe:

- **Stay alert:** Limit distractions such as texting or using both earbuds when walking, biking, or riding public transit.
- **Stick to well-lit areas:** Avoid isolated places, especially after dark.
- **Travel together:** Whenever possible, walk or commute with others.
- **Trust your instincts:** Pay attention to situations that feel unsafe.
- **Call 911:** For emergencies requiring police, fire, or medical assistance.



TECH OFFICE HOURS

MOBILE DEVICE SUPPORT – OFFICE HOURS

Get free 1-on-1 assistance with your smartphone, including settings, texting, apps, internet use, Google apps, MyChart, and more (iPhone and Samsung).

📍 310 8th Street, Suite 300, Oakland, CA 94607
📅 1st & 4th Thursdays | 🕒 9:30 AM – 12:30 PM
☎️ (510) 735-3222 or (510) 917-0483

Walk-ins welcome. Call or scan the QR code to schedule an appointment.



FLU CLINIC

Our AHS health care providers provide the medically-based recommended types, dosage, and timing according to California guidelines and laws.

Flu and COVID vaccines are available this fall at multiple AHS locations.

DATES & TIMES:

Rolland & Kathryn Lowe Medical Center

- Dec 6 • 9:00 AM–12:00 PM

Chenming & Margaret Hu Medical Center

- Nov 15 • 9:00 AM–12:30 PM
- Dec 13 • 9:00 AM–12:00 PM

Asian Resource Center

- Nov 24 & Dec 22 • 10:00 AM–3:00 PM

Adults 19+

Schedule online: asianhealthservices.org/flu-vaccine-clinics or scan the QR code.

☎️ Questions/appointments: 510-986-6828.



SURVEY

Your opinion matters to us.

You may receive a short follow-up phone call from The Crossroads Group, Inc. asking about your recent experiences.

We appreciate any feedback you feel comfortable sharing. We hope that you will complete the confidential phone survey as we take your feedback very seriously and use it to make improvements for the betterment and health of our community.



HIPAA-Compliant and Confidential Surveys are Conducted by: The Crossroads Group, Inc.

PEDIATRICS CLINIC

Now Accepting New Patients!

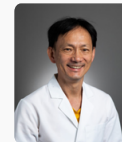
We welcome **pediatric patients (ages 0–21)** and **pregnant women**.

☎️ Contact Us: (510) 986-6828

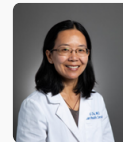
PEDIATRIC LOCATIONS:

- Chenming & Margaret Hu Medical Center – 818 Webster St., Oakland
- Rolland & Kathryn Lowe Medical Center – 835 Webster St., Oakland
- Frank Kiang Medical Center – 250 E. 18th St., 2nd Fl., Oakland
- AHS Pediatrics San Leandro – 101 Callan Ave., Suite 105, San Leandro

Meet Our Providers



Dr. Sai Liang
AHS Pediatric Head
Language: Mandarin



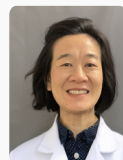
Dr. Li Zhu
Language: Mandarin, Cantonese



Dr. Natsuko Takakuwa
Language: Japanese



Dr. Minh-Thy Nguyen
Language: Vietnamese



Dr. Joanna Mimi Choi
Language: Mandarin



Dr. Hien Nguyen
Language: Vietnamese

COMMUNITY SAFETY AND WELL-BEING

BUILDING COMMUNITY SAFETY AND HEALING

Earlier this year, Asian Health Services partnered with the Asian Pacific Environmental Network (APEN) to bring patients and community members together for a series of field trips focused on community safety and healing. Participants visited San Francisco's Chinatown, West Oakland, and San Quentin State Prison, where they explored Asian American activism, cross-community solidarity, and engaged in dialogue with incarcerated individuals.

One participant reflected: **"Real safety may not come from walls and locks, but from understanding, education, and fair opportunities."**

Through these experiences, participants learned how health, safety, and prosperity are shaped by our environment and our collective voices. Many have since stepped into advocacy—promoting mental health support, youth investment, stable housing, reentry services, and protecting Medicaid—emerging as leaders in their communities.



SPECIAL MENTAL HEALTH PREVENTION TEAM

The **Specialty Mental Health Prevention Team** is dedicated to supporting the community through culturally responsive education and engagement. Our **YouTube channel** features practical mental health workshops offered in **Cantonese, Mandarin, and English**, covering topics such as gambling education, Medi-Cal rights and benefits, family and couple communication, parenting, cultural barriers in accessing care, and more.

We also share family-friendly activities, including biking tours and seasonal events, to promote wellness and connection. For workshop participation or inquiries, please contact us by email or visit our YouTube channel.

ASIAN HEALTH SERVICES
HEALTH CARE FOR ALL. ADVOCACY FOR THE UNDERSERVED.
SMH Prevention Program

Mental Health Services Act (MHSA)
Alameda County Behavioral Health

- ✓ Community Outreach Events and Workshops
- ✓ Client and Community Leaders Consultation
- ✓ Preventative Counseling
- ✓ Support Groups

YouTube E-mail: SMHPrevention@ahschc.org Website
AHS ACCESS Contact: (510) 735-3939

MYCHART

Have You or Your Caregiver Signed Up for MyChart?

MyChart is a free, secure portal that helps you manage your health—or support a loved one's care. With proxy access, caregivers can stay informed, involved, and connected.

Benefits include:

- Send non-medical questions to your care team
- Review and refill prescriptions
- Request or cancel appointments
- View test results and health history
- Stay on top of screenings and immunizations

Get Started:

Patients can sign up online. Caregivers should contact clinic staff for an activation code before registering. Visit the MyChart website or download the app to create your account.

MyChart: Your simple, secure connection to better care.

Contact info: 510-735-3222

ASIAN HEALTH SERVICES

MyChart Patient Portal

- Secure 24/7 access from your computer, phone or tablet
- View your health record
- Send non-clinical messages to the clinic
- View lab and test results online
- Request non-urgent appointments
- Request prescription refills

SIGN UP TODAY !!

To enroll, stop by the front desk and speak to any of our staff



<https://asianhealthservices.org>