

# *WRITING PORTFOLIO*

Alison Martin

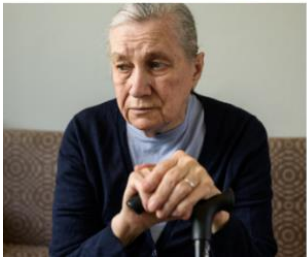
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## Engaging Central Oregon's Seniors During Loneliness Awareness Week

JUNE 13, 2023 [RESOURCES AND TIPS](#)

Loneliness can be a pervasive and deeply distressing emotion, particularly for older adults. As we observe [Loneliness Awareness Week](#), we recognize the need to shed light on the issue and empower older adults to combat social isolation. Loneliness is not a personal failing but a societal problem that requires collective effort and understanding.

U.S. Surgeon General Vice Admiral Vivek Murthy recently released an [advisory](#) on the epidemic of loneliness facing our country, and in a [letter](#) to the American people, he provides a stark figure of just how pervasive social isolation has become.

“In recent years, about one-in-two adults in America reported experiencing loneliness. And that was before the COVID-19 pandemic cut off so many of us from friends, loved ones, and support systems, exacerbating loneliness and isolation.”

He further notes that loneliness is much more harmful than bad feelings.

“Loneliness is associated with a greater risk of cardiovascular disease, dementia, stroke, depression, anxiety, and premature death. The mortality impact of being socially disconnected is similar to that caused by smoking up to 15 cigarettes a day, and even greater than that associated with obesity and physical inactivity.”

Loneliness is not just detrimental to the individual. Murthy details the harmful effects on society as well.

“A society that lacks social connection can be felt in our schools, workplaces, and civic organizations, where performance, productivity, and engagement are diminished.”

A core part of the Council on Aging’s mission has always been to address loneliness amongst seniors. To help people connect in-person, we have [Community Dining](#) programs in Bend, La Pine, Madras,

Prineville, Redmond, and Sisters. Eating lunch together offers seniors an opportunity to congregate over a nutritious meal and get to know their neighbors.

Our [Meals on Wheels](#) program also offers the chance for home-bound individuals to connect with volunteers by providing home-delivered nutritious meals, personal contact, and related services.

As our organization grows, we are always seeking new ways to bring people together. During the pandemic, we developed the [Caring Connections](#) program to address issues of social isolation. The program matches seniors who would appreciate a weekly phone call with local volunteers. These friendly phone calls serve as a wellness check-in, an opportunity to socialize, and a link to other Council on Aging resources.

Joseph, one of our participants, notes just how helpful this program has been:

“My Caring Connections volunteer calls me each week. He is conscientious and has never once missed calling me! I’m grateful to the Council on Aging for having this program. My Caring Connections buddy has helped a great deal in alleviating the loneliness that I feel.”

Today, we have 35 participants in the program and are aiming to expand the program to reach even more seniors in the tri-county. If you are a senior interested in joining our Caring Connections program or know an older adult who would be a good fit for connecting to a volunteer weekly, call us at (541) 678-5483.

In addition to these and other [Council on Aging programs](#), there are many other ways to make connections in Central Oregon.

## **Volunteering**

Another way to avoid social isolation is to volunteer. The [Council on Aging](#) and our [partners](#) are always looking for interested individuals. Other organizations like [Connect Central Oregon](#) and [VolunteerMatch](#) aggregate different opportunities across the region, such as mentoring students, environmental conservation, and animal rescue.

## **Classes and Events**

[Health education classes](#) are a great way to learn new information, try a new activity, and meet other like-minded individuals. In addition to health and wellness, there are other [local events](#) that can provide fun or helpful resources like festivals, tech and law advice, and support groups.

Additionally, libraries are a great resource to bring communities together. The [Deschutes Public Library](#) offers a wide variety of events, such as a singing club, writers club, and historical lectures. The [Crook County Library](#) has a walking group and a paint and sip class. The [Jefferson County Library District](#) has cribbage and an adult reading club.

Community Colleges also offer [events](#) open to the public such as art exhibitions and lecture series. Taking a college course that interests you is also an option – community colleges are meant to serve

the whole community, not just younger adults. These courses provide a great way to make intergenerational connections.

### **Online Engagement**

For those who aren't able to leave their home, the internet may provide a lifeline to the outside world to combat loneliness. Seeking out local groups on social media, such as community groups on [Facebook](#), your local neighbors on [NextDoor](#), forums on [Reddit](#), or even apps such as [BumbleBFF](#) can help you reach others from the comfort of home. You can also stay connected to your family and friends through video chats. Sometimes a call doesn't quite cut it – it's refreshing to see your loved ones' faces and smile and laugh together.

### **Invite People to Your Home**

For individuals who are homebound and also don't have access to the internet, inviting friends, family, or other individuals into your home offers a way to make connections. Host a lunch, bake cookies with your grandkids, or start a book club. Our Caring Connections program is also a good fit for individuals who prefer to use the phone to communicate with others.

## Advance Health Care Directive Planning Session Facebook Post



### Council on Aging of Central Oregon

Published by Alison Martin · July 20 at 9:59 AM ·

Advance care directives ensure that you receive medical care that matches your values, goals and preferences during serious and chronic illness. The Peaceful Presence Project and the Council on Aging are hosting FREE advance care directive planning sessions on August 2 from 2-4 PM at our Senior Services Center (1036 NE 5th St., Bend, OR). Call or text Elizabeth Johnson at (360) 296-5616 to sign up.

## HAVE A SAY IN YOUR CARE

### FREE ADVANCE HEALTH CARE DIRECTIVE PLANNING SESSION



**AUGUST 2, 2-4 PM  
SENIOR SERVICES CENTER  
1036 NE 5TH ST, BEND**



**CALL OR TEXT  
ELIZABETH JOHNSON  
AT (360) 296-5616  
TO SIGN UP.**



  
**COUNCIL ON AGING**  
OF CENTRAL OREGON

  
peaceful presence



## Care Partner Support Series with Jane Jarman

### ARE YOU CARING FOR A LOVED ONE LIVING WITH DEMENTIA?

This 5-week care support group series is designed to educate and empower care partners who support loved ones through the stages of dementia.



#### **WHEN**

Wednesdays in August  
10-11:30AM

#### **CONTACT**

Jane Jarman  
(503) 267-8697

#### **WHERE**

Council on Aging  
Senior Services Center  
1036 NE 5th St., Bend

#### **COST**

\$125 for the  
5-week series

Respite grants and scholarships are available.  
Contact Daisy Cochran at the Council on Aging  
at (541) 323-0463.



## VIKING CULTURAL CALENDAR

Explore at Home



Month



Interest


[Clear Filter](#)


MARTY SOHL / MET OPERA

### Nightly Met Opera Streams

PERFORMING ARTS

Each night, the Metropolitan Opera will offer a different complete operatic gem from their collection of HD presentations from the past 14 years on the company website for the duration of the venue's closure.

ONGOING

Metropolitan Opera House, New York City,  
NY  
7:30 PM, EDT



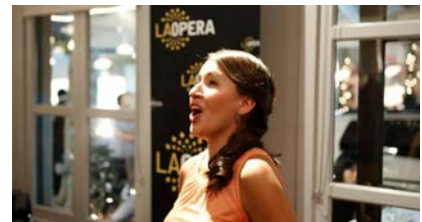
### Make Viking.TV Part of Your Week

VIKING HERITAGE ENRICHMENT ARTS  
PERFORMING ARTS CULINARY THEATER

We invite you to embark on a week filled with enriching experiences, daily on Viking.TV. From behind closed doors at the Munch Museum to weekend wellness tips—with plenty of captivating armchair explorations in between—we have the perfect itinerary for your week ahead.

LIVESTREAMING DAILY

Viking.TV  
11 AM, PT | 2 PM, ET



### LAO At Home

PERFORMING ARTS

The Los Angeles Opera will bring music directly into your home through a series of recitals and performances to help you enjoy all kinds of opera from the comfort of your couch.

ONGOING

Dorothy Chandler Pavilion, Los Angeles,  
CA  
4–5 PM, PDT





## Museu de Arte de São Paulo

ARTS

On this virtual tour of the first modern museum in Brazil, view thousands of paintings, sculptures, photographs, videos and pieces of clothing from various periods, from Europe, Africa, Asia and the Americas.

ONGOING

Museu de Arte de São Paulo, São Paulo, Brazil  
On demand

[LEARN MORE](#)



## National Museum of Natural History, US

ENRICHMENT

Take self-guided, room-by-room tours of past and present exhibits in the Smithsonian National Museum of Natural History and access select collections and research areas at satellite support and research stations.

ONGOING

National Museum of Natural History, Washington, D.C.  
On demand

[LEARN MORE](#)



PHOTO COURTESY OF THE TOLEDO BLADE

## National Museum of the Great Lakes

ENRICHMENT

Looking for history-based learning opportunities at home? Explore the National Museum of the Great Lakes through a virtual tour of their exhibits and the Col. James M. Schoonmaker Museum Ship.

ONGOING

National Museum of the Great Lakes, Toledo, OH  
On demand

[LEARN MORE](#)



PHOTO BY MYRABELLA / WIKIMEDIA COMMONS / CC BY-SA 3.0

## Palace of Versailles

ENRICHMENT

This UNESCO World Heritage site is notable for the ceremonial Hall of Mirrors, the jewel-like Royal Opera and the royal apartments. Take a virtual step inside the glitzy residence of France's former monarchs.

ONGOING

Palace of Versailles, Versailles, France  
On demand

[LEARN MORE](#)



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## Taj Mahal

ENRICHMENT

Marvel at India's most iconic treasure in this virtual tour of the majestic ivory-white marble mausoleum designated as a UNESCO World Heritage Site for being "the jewel of Muslim art in India."

ONGOING

Taj Mahal, Agra, India  
On demand

[LEARN MORE](#)



## TED: Talks for the Thoughtful Traveler

ENRICHMENT

Traveling to new destinations is always an experience. Let these TED talks encourage you to think differently about the places you visit and the people you see.

ONGOING

TED Stage  
On demand

[LEARN MORE](#)

LEARN MORE



## Sanssouci Picture Gallery

### ARTS

Frederick the Great built the Picture Gallery to house 180 of the best works of the Italian Renaissance and Flemish and Dutch Baroque schools of painting, juxtaposed with ancient and French 18th-century sculptures.

### ONGOING

Sanssouci Picture Gallery, Potsdam, Germany  
On demand

LEARN MORE



## Skokloster Castle

### ARTS

Skokloster is considered one of the great castles of Baroque Europe. The 77 rooms in the Castle contain about 50,000 items, including fine arts like armory, books, silver, glass, textiles and furniture.

### ONGOING

Skokloster Castle, Skoklosters, Sweden  
On demand

LEARN MORE



## The Henry Ford

### ENRICHMENT

A national historic landmark with an unparalleled collection of artifacts from 300 years of American history, The Henry Ford is a force for sparking curiosity and inspiring tomorrow's innovators.

### ONGOING

The Henry Ford, Dearborn, Michigan  
On demand

LEARN MORE

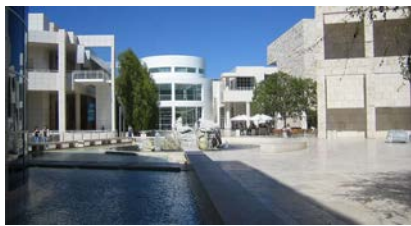


PHOTO BY CREANDO / WIKIMEDIA COMMONS / CC-SA-1.0

## The J. Paul Getty Museum

### ARTS

The Getty Center features works of art dating from the 8th–21st century, including European paintings, drawings, sculpture, illuminated manuscripts, decorative arts and more.

### ONGOING

The J. Paul Getty Museum, Los Angeles, CA  
On demand

LEARN MORE



## The National Gallery, London

### ARTS

Virtually explore The National Gallery Collection containing over 2,300 works, including many famous works, such as van Eyck's *Arnolfini Portrait*, Velázquez's *Rokeby Venus*, Turner's *Fighting Temeraire* and Van Gogh's *Sunflowers*.

### ONGOING

The National Gallery, London, UK  
On demand

LEARN MORE



## Calgary Philharmonic: Watch + Listen

### PERFORMING ARTS

The Calgary Philharmonic invites you to enjoy recorded performances of works by Beethoven, Brahms, Stravinsky and others, performed by guest artists like Renée Fleming, Measha Brueggergosman and Paul Brandt.

### ONGOING

Jack Singer Concert Hall, Calgary, Canada  
On demand



Dear Viking Explorer,

The aurorae are one of the world's most fascinating phenomena: extraordinary light displays seen mostly in dark skies at high latitudes. They are also one of the most fickle—notoriously unreliable when you wish to see them. When they occur at the northernmost parts of the globe, they are called the aurora borealis; when they occur in the southernmost parts, they are called the aurora australis. To be in their presence is a surreal and humbling experience.

I have been fortunate enough to see the aurorae several times in my native Norway, where we refer to them as the northern lights. Though your Viking expedition will bring you to the appropriate latitudes for aurorae to occur, due to the amount of light at that time of year it is unlikely you will see them during your expedition. We can, however, guarantee seeing them in this excellent seven-minute Viking documentary hosted by Professor Krupp, Director of the Griffith Observatory in California and a Viking Guest Lecturer. We also offer a dedicated voyage called [\*In Search of the Northern Lights\*](#), should that pique your curiosity further.

Sincerely,

Karine Hagen,  
Executive Vice President  
Viking

5700 Canoga Avenue, Suite 200, Woodland Hills, California 91367

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## Press Release

# VIKING ANNOUNCES NEW EXPEDITION VOYAGES FOR SUMMER 2023

*New Itineraries Include an Immersive Two-Week Journey Exploring North America's Great Lakes*

Los Angeles (November 4, 2021) – Viking® ([www.viking.com](http://www.viking.com)) today announced the summer 2023 season of its expedition voyages, including a new two-week itinerary in the Great Lakes—as well as additional offerings in North and South America. Debuting in June 2023, the new 15-day *Great Lakes Collection* itinerary will sail between Toronto and Duluth, providing guests with a complete view of the region and ports of call in all five Great Lakes. As a result of strong demand, Viking has also announced 2023 sailing dates for four existing Great Lakes expedition voyages: the 8-day *Niagara & the Great Lakes*, *Great Lakes Explorer*, and *Undiscovered Great Lakes* itineraries, as well as the 13-day *Canadian Discovery* itinerary.

Three additional expedition voyages in North and South America will also debut in summer 2023. The new, 16-day *Canada & the Atlantic Coastline* itinerary will expand offerings along the St. Lawrence River and Atlantic coastline, featuring destinations that include Quebec City, Trois-Rivières, Charleston, Norfolk and more. Guests can discover the natural beauty of Patagonia while sailing from Santiago to Ushuaia on the new 14-day *Patagonian Shores & Chilean Fjords* itinerary, while guests looking to explore destinations in North, Central and South America, can choose the new 18-day itinerary *Panama & Scenic South America*.

“In creating ‘the thinking person’s expedition,’ we are offering curious travelers the opportunity to visit some of the most pristine destinations on earth in the most responsible way possible,” said Torstein Hagen, Chairman of Viking. “As we prepare to welcome our first guests on board for voyages to Antarctica this coming winter, we are also pleased to unveil even more new journeys closer to home for summer 2023.”

New Viking Expeditions Summer 2023 Itineraries:

Highlights of the new itineraries include:

- ***Great Lakes Collection*** (NEW) – On this 15-day itinerary, guests sail the historic waterways of all five Great Lakes. Sailing between Toronto, Canada and Duluth, Minnesota, guests will experience culture-rich urban centers and admire the thundering power of Niagara Falls. Along the journey, guests can also explore the granite islands and sheltered inlets of Georgian Bay and traverse the famous Soo Locks. On Lake Superior and Lake Michigan, study the aquatic ecosystems of the lakes and venture into the dense boreal forests that line the shores.
- ***Canada & the Atlantic Coastline*** (NEW) – On this 16-day itinerary, guests sail along the legendary St. Lawrence Seaway and the Atlantic coast of the United States on a memorable voyage that combines scenic landscapes and storied cities between Toronto and Ft. Lauderdale. Led by a team of experts, explore the unspoiled wilderness near Trois-Rivières, Louisbourg and Lunenburg by land and water. Experience the bustling metropolis of New York City and immerse yourself in the rich histories of Quebec City, Norfolk and Charleston.
- ***Patagonian Shores & Chilean Fjords*** (NEW) – This 14-day itinerary discovers the rugged and untamed natural beauty of Patagonia while sailing from Santiago to Ushuaia. Guests can admire soaring peaks and towering ice shelves while navigating the iceberg-crowded channels of the Chilean Fjords. Follow your team of onboard experts for an up-close encounter with the blue-tinged glaciers that dominate the landscape and gain insight into Patagonian life during stops in the charming towns of Tortel and Castro on this unforgettable voyage through the wild and remarkable region.
- ***Panama & Scenic South America*** (NEW) – On this 18-day itinerary, guests will explore cultures and intriguing landscapes of North, Central and South America. On the journey between Santiago, Chile and Fort Lauderdale, Florida, guests will discover the secrets of ancient civilizations of the Yucatán Peninsula and transit between two oceans through the famous Panama Canal. Immerse yourself in lively Lima and enjoy the charms of Iquique, nested between the Atacama Desert and the Pacific.

### Viking Expedition Ships

The new Polar Class ***Viking Octantis*** and ***Viking Polaris*** will host 378 guests in 189 staterooms. Designed by the same experienced nautical architects and engineers that designed Viking ocean ships, the ships are optimally sized and built for expeditions—small enough to navigate remote polar regions and the St. Lawrence River, while large enough to provide superior handling and stability in the roughest seas. The ships will feature public spaces that are familiar to Viking’s ocean voyage guests but that have been reimagined for expeditions, as well as new public spaces created specifically for expeditions. Straight bows, longer hulls and state-of-the-art fin stabilizers will allow the ships to glide over the waves for the calmest possible journey; ice-strengthened Polar Class hulls will provide the safest way to explore; and U-tank stabilizers will significantly decrease rolling by up to 50



percent when the ships are stationary. Viking's expedition ships will feature modern Scandinavian design with elegant touches, intimate spaces and attention to detail.

Highlights include:

- **The Hangar:** An industry first, The Hangar brings true comfort to expedition voyages. This enclosed, in-ship marina permits the launch of small excursion craft through the ship's multiple shell doors. The Hangar's most innovative feature is an 85 ft. slipway that allows guests to embark on excursion craft from a flat, stable surface inside the ship, shielded from wind and waves. There is also a FerryBox, a set of instruments continuously collecting and displaying data on water quality, oxygen content, plankton composition and more.
- **The Science Lab:** *Viking Octantis* and *Viking Polaris*, while hosting guests, will also be working research vessels with an onboard team of scientists working on a variety of studies. Developed in consultation with Cambridge University and Viking's other academic partners, The Science Lab, at 380 sq. ft., is designed to support a broad range of research activities and is equipped with wet and dry laboratory facilities, a sample processing area, fume cupboard, freezer and cool storage, comprehensive microscope optics and extensive bench space for analysis-specific instruments. Guests will have supervised access to The Science Lab, which is located in a glass-enclosed mezzanine above The Hangar, to learn from and participate with scientists undertaking primary research, an experience unique to Viking.
- **Expedition Equipment:** Viking will offer a variety of ways for guests to experience their destination, according to their interests and activity level, at no extra charge. With a robust program of complimentary experiences, expedition equipment available for guests on *Viking Octantis* and *Viking Polaris* will include a fleet of military pro zodiacs designed for professional use in the harshest of environments; a fleet of two-seater Arctic-tested kayaks; and two 12-seater convertible Special Operations Boats. Each ship will also feature two six-guest submarines that feature revolving seats and 270-degree spherical windows for an incomparable undersea experience. Everything guests need will be provided: a Viking Expedition Kit will contain items like boots, binoculars and waterproof pants; each excursion will carry a full range of Safety Equipment, such as satellite phones, VHF radios, ropes, life jackets and a comprehensive shore survival kit; and all guests will receive complimentary use of Viking Excursion Gear, which includes specialty items like trekking poles, snowshoes and skis.
- **The Aula & Finse Terrace:** Viking has created the world's most advanced venue for learning at sea with The Aula, a stunning panoramic auditorium at the stern. Inspired by the University of Oslo's famed ceremonial hall where the Nobel Peace Prize was

historically awarded, The Aula will offer a dynamic venue for lectures and entertainment, with floor-to-ceiling windows and 270-degree views. Adjacent to The Aula is the Finse Terrace, an outdoor lounge area at sea level with comfortable couches and warming lava rock “firepits” – perfect for panoramic views of the surroundings. Together the two spaces can be combined to create an unmatched indoor-outdoor al fresco experience for guests to be immersed in nature.

- **Nordic Balcony:** A first for polar expedition cruise vessels, all staterooms on board *Viking Octantis* and *Viking Polaris* feature a Nordic Balcony, a sunroom that converts into an al fresco viewing platform. Harnessing the Norwegian reverence for light and to create the optimal wildlife observatory at sea, the Nordic Balcony’s floor-to-ceiling, distortion-free glass at the very edge of the ship lets guests take the views in, while keeping the elements out. Should guests wish to feel even closer to nature, the top of the panoramic glass lowers to transform the stateroom into a sheltered lookout, with an observation shelf at elbow level to stabilize binoculars or a camera. Guests can choose from six stateroom categories that range from 222 sq. ft to 1,223 sq. ft: Nordic Balcony, Deluxe Nordic Balcony, Nordic Penthouse, Nordic Junior Suite, Explorer Suite and Owner’s Suite. All staterooms feature a Nordic Balcony, as well as a king-size bed and large bathroom with spacious glass-enclosed shower, heated bathroom floor and anti-fog mirror. Every stateroom is also equipped with a unique floor-to-ceiling drying closet that circulates warm air to dry and store clothing and expedition gear.
- **Expedition Ship Suites:** Nordic Junior Suites (322 sq. ft.) and Explorer Suites (580 sq. ft) on *Viking Octantis* and *Viking Polaris* rival those on Viking’s fleet of ocean ships, with abundant wood detailing and amenities that include additional storage and seating, an expanded bathroom with extended shower and double sinks, welcome champagne, a fully-stocked mini-bar replenished daily, complimentary laundry and shoeshine services, priority restaurant reservations and more. Explorer Suites feature two separate rooms, a Nordic Balcony and a full outdoor veranda. Additionally, each ship features one Owner’s Suite, which at 1,223 sq. ft, is twice the size of the Explorer Suites. With the most exclusive accommodations and amenities on board, it features two separate rooms – a living room with six-seat dining table and a bedroom – as well as a 792 sq. ft. private garden with a traditional Norwegian *badestamp* (wood-sided hot tub) and outdoor dining table.
- **Aquavit Terrace & Pools:** Located at the stern and featuring a retractable glass dome, this indoor-outdoor heated sanctuary will allow guests to be surrounded by their destination as they swim and lounge in three different temperature-controlled pools, including an “inside-out” swimming experience.

The Nordic Spa & Fitness Center: In keeping with Viking's Nordic heritage, The Nordic Spa on board is designed with the holistic wellness philosophy of Scandinavia in mind – with a thermal suite that features a Sauna, Snow Grotto and chaise lounges, as well as a warm hydrotherapy pool and *badestamp* (hot tub), surrounded by floor-to-ceiling windows. A state-of-the-art Fitness Center will also provide the latest equipment and workout gear.

- Explorers' Lounge: Similar to Viking's ocean ships, *Viking Octantis* and *Viking Polaris* have a two-deck Explorers' Lounge at the bow of the ship, offering the perfect spot for taking in stunning scenery through double-height windows over a mug of mulled wine or glass of Norwegian aquavit.
- Dining Choices: Viking's expedition ships will offer an array of dining options that build on the successful venues from Viking's ocean ships, but which have been redesigned for expeditions. The Restaurant will offer fine dining featuring regional cuisine and always-available classics; the casual World Café will be a new "market" concept that offers live cooking, an open kitchen, bakery, grill and premium seafood and sushi choices, as well as a wide range of international flavors; Mamsen's, named for "Mamsen," the Hagen family matriarch, serves Scandinavian-inspired fare; Manfredi's offers the best of Italian cuisine; and 24-hour room service will be complimentary for all guests.
- Enrichment On Board and On Shore: Connecting guests to their destinations through authentic experiences is central to Viking creating "the thinking person's expedition." As part of that commitment to destination-focused learning, Viking's exclusive partnerships with the Scott Polar Research Institute at Cambridge University and The Cornell Lab of Ornithology will match leading researchers and educators with each expedition. The onboard expedition program is designed to prepare guests for their onshore experiences, with more than 25 experts accompanying each journey – the Viking Expedition Team (expedition leader and staff, photographer and submarine pilots) and Viking Resident Scientists (biologists, botanists, geologists, glaciologists, oceanographers, ornithologists, polar experts and researchers). On board, guests will enjoy daily briefings and world-class lectures about their destination – and engage with working scientists from renowned academic institutions in The Laboratory or participate directly in citizen science programs. On shore, guests can assist in fieldwork or interact through experiential activities during landings – such as monitoring birds to help identify migratory patterns; accompanying scientists to collect samples; or taking their cameras ashore alongside a professional photographer to learn how best to capture scenic landscapes.

Sustainable Features: Compliant to all guidelines and regulatory requirements from AECO, IAATO, the Antarctic Treaty System and the Governor of Svalbard, Viking’s expedition ships minimize environmental impact and meet the most stringent emissions and biosecurity standards. Additionally, the straight bow reduces fuel consumption, and a dynamic positioning system enables the ship to hover over the seabed without anchoring, allowing access to pristine environments without damage.

Media Assets

For more information, images and b-roll for Viking, contact [vikingpr@edelman.com](mailto:vikingpr@edelman.com).

About Viking

Viking was founded in 1997 and provides destination-focused journeys on rivers, oceans and lakes around the world. Designed for experienced travelers with interests in science, history, culture and cuisine, Chairman Torstein Hagen often says Viking offers guests The Thinking Person’s Cruise® in contrast to mainstream cruises. With more than 250 awards to its name, Viking has been rated the #1 River Cruise Line and #1 Ocean Cruise Line by *Condé Nast Traveler* in the publication’s 2021 Readers’ Choice Awards. Viking has also been consistently rated the #1 ocean cruise line and one of the best river cruise lines in *Travel + Leisure*’s “World’s Best” Awards. For additional information, contact Viking at 1-800-2-VIKING (1-800-284-5464) or visit [www.viking.com](http://www.viking.com). For Viking’s award-winning enrichment channel, visit [www.viking.tv](http://www.viking.tv).

Call Viking at 1-855-338-4546

Company Information



Viking River Cruises



Viking Ocean Cruises



Viking Expeditions



Call Viking at 1-855-338-4546

# Provider Newsletter



Anthem Blue Cross and Blue Shield Healthcare Solutions  
Medicaid Managed Care

<https://mediproviders.anthem.com/nv>

February 2018

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Anthem Blue Cross and Blue Shield Healthcare Solutions is the trade name of Community Care Health Plan of Nevada, Inc., an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.



# Amerigroup Community Care is now Anthem Blue Cross and Blue Shield Healthcare Solutions

On February 1, 2018, Amerigroup Community Care changed its name. We are now Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem).



## Contract and participation

Your contract and participation statuses with us have not changed. However, you should have received an *Amendment by Notification* or *Amendment by Mutual Consent* to your contract. These amendments change our company's name and add provisions related to the name change to your agreement.

**Please note: There are no changes to billing procedures, covered services or benefits.**



## Member IDs

All members have received a new Anthem ID card reflecting the new name and contact information. The new member ID card went into effect February 1, 2018. Please ask

to see it when your Anthem members come in for a visit and keep a copy of the new card on file.

Highlights of the new member ID card include the new Anthem name with a three-digit alpha prefix similar to ID cards you may have seen for members with Anthem Blue Cross and Blue Shield Nevada commercial plans.

**The alpha prefix for Anthem Blue Cross and Blue Shield Healthcare Solutions members will be VNV.**



## Our website

Our provider website has changed to <https://mediproviders.anthem.com/nv>. To help you become familiar with our new site, a web tour is available on the landing page

under the *News & Announcements* section. Please be sure to bookmark the new site to your favorites.

## This is a sample of the new Anthem member ID card:

Anthem. BlueCross BlueShield		Medicaid
Member ID	Primary Care Provider (PCP):	
Program ID #:		
Effective Date:		
Date of Birth:		

Anthem. BlueCross BlueShield		Member Services:	1-800-XXX-XXXX
		Provider Services:	1-800-XXX-XXXX
		TTY:	711
		24/7 NurseLine/Care On Call:	1-800-XXX-XXXX
		Behavioral Health:	1-800-XXX-XXXX
		Behavioral Health Crisis Line:	1-800-XXX-XXXX
		Authorization:	1-800-XXX-XXXX
		EyeQuest:	1-800-XXX-XXXX
		EyeQuest TTY:	1-800-XXX-XXXX
Members: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. Possession or use of this card does not guarantee payment.			
Providers: Certain services must be preauthorized. For preapproval/billing information, call 1-844-396-2330. Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the three-digit prefix that precedes the patient's identification number listed on the front of this card.			
Pharmacies: Submit claims using Express Scripts RXBN: 00088; RXPCN: MA; RXGRP: WKKK. For technical help, call Express Scripts at 1-844-387-6110.			
Claims Filing Address: Anthem Blue Cross and Blue Shield P.O. Box 61599 Virginia Beach, VA 23466-1599			
Anthem Blue Cross and Blue Shield Healthcare Solutions is the trade name of Community Care Health Plan of Nevada, Inc., an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.			
NVD1 02/18			



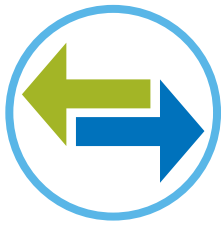
### Submitting claims

Although our name has changed, the method for submitting a claim has not. Please continue to submit claims through:

- The Availity Portal at <https://www.availity.com>.
- The new provider website at <https://mediproviders.anthem.com/nv>, logging in with your Availity credentials.

- Mail, using our new name and address:  
Anthem Blue Cross and Blue Shield Healthcare Solutions  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

It is important to use the new alpha character prefix (VNV) added to the member ID number on the Anthem card to bill a claim regardless if the date of service is prior to or after the February 1, 2018, name change. We recommend you update your system with the VNV prefix to submit claims. **The VNV prefix is required for claim status checks and member look-ups.**



### Electronic data interchange (EDI)

- Your paper claims submission process has not changed with this transition.
- Your clearinghouse may or may not have changed the payer ID as a part of this process. This is a change

within the clearinghouse system and is beyond our control. If you used a different clearinghouse other than the clearinghouses listed below, please contact your clearinghouse directly to see about a possible change:

- Availity is 00267.
- Change Healthcare is SB765 for Professional and 12B20 for Institutional.
- SDS — please contact clearinghouse.
- Under Anthem, we are no longer limited to the three clearinghouses we were using before. We now can work with any vendor, clearinghouse or claims billing service for submitting claims directly to us.

If you submit claims to one of the above-listed clearinghouses, please use the new payer ID listed. Otherwise, please contact your clearinghouse for further instructions. Our E-Solutions team can be reached at **1-800-470-9630** should you have questions.



### How to contact us

Our Provider Services phone number has changed to **1-844-396-2330**.



ANVPEC-0454-17



## Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) to conduct postservice reviews of certain modifiers and services

Effective February 1, 2018, Anthem will conduct postservice reviews of professional claims billed with the following modifiers: 25, 62, 80, 81, 82, AS and 91. Additionally, Anthem will conduct postservice reviews of Evaluation and Management services billed during a global surgery period.

### What is the impact of this change?

As part of the review, Anthem may contact providers to request additional documentation related to the services. If billing discrepancies are identified, Anthem will provide a written report of the findings to providers and initiate recoupments as appropriate. Findings may assist your office with quality improvement efforts.

NV-NL-0082-17

## New pharmacy electronic prior authorization request tool effective January 1, 2018

Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) has partnered with CoverMyMeds to offer an electronic prior authorization (ePA) request tool that simplifies the process for requesting medications and checking the status of your submissions.

### Features

These new features help simplify the prior authorization process. You will be able to:

- Submit requests for general pharmacy medications (medications dispensed directly to a member from a retail pharmacy or shipped from a specialty pharmacy).
- Check ePA status.
- Upload supporting documents and review appeal status.



### Availability

The tool will be available beginning January 1, 2018.

### Accessing the tool

- Visit <https://www.covermymeds.com>.
- Locate the existing link within your electronic medical records tool if available.

### Support with ePA through CoverMyMeds

- For the Support Center, visit <https://www.covermymeds.com/main/help>.
- For support via chat, locate and activate the chat window in the bottom right of the webpage.
- For support via phone, call **1-866-452-5017**.

Anthem is focused on providing new tools to help make your job a little easier. We appreciate the compassion and dedication with which you care for your patients and our members.

NVPEC-1180-17



# Reimbursement Policy

## Policy Update

## Preventive Medicine and Sick Visits on the Same Day

(Policy 05-016, effective 02/01/2018)

Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) allows reimbursement for preventive medicine (i.e., well child visits) and sick visits on the same day under the following conditions:

- Modifier 25 must be billed with the applicable evaluation and management code for the allowed sick visit — If Modifier 25 is not billed appropriately, the sick visit will be denied.
- Appropriate diagnosis codes must be billed for respective visits.

Reimbursement is based on the fee schedule or contracted/negotiated rate for the preventive medicine and 50% of the fee schedule or contracted/negotiated rate for the allowed sick visit.

Please note: Federally qualified health centers and rural health centers reimbursed other than through the Anthem fee schedule or state encounter rates are not subject to this policy.

The Preventive Medicine and Sick Visits on the Same Day reimbursement policy can be located at <https://mediproviders.anthem.com/nv> > Claims > Reimbursement Policies.

NV-NL-0078-17



July 2018

## ***Availity Portal Frequently Asked Questions***

### **What is the Availity Portal?**

The Availity Portal is an online multipayer website that gives physicians, hospitals and other health care professionals access to multiple payer information with a single, secure logon.

### **What services are accessed through the Availity Portal?**

The Availity Portal offers the following transactions for Simply Healthcare Plans, Inc. (Simply) providers:

- Eligibility and benefits inquiries
- Claim status inquiries
- Claim submissions

The Simply provider self-service website can be accessed at **[www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider)** for all other functionality, including PCP member panel listings, precertification requests and payment appeals.

Using the top navigation category *Payer Spaces*, providers can select the **Payer, Resources** tab and then **Provider Self Service**.

### **Why is Simply partnering with Availity?**

The Availity Portal offers a variety of additional online solutions to help reduce administrative resources by eliminating paperwork and phone calls. This service simplifies the health care benefit and claim process so providers can spend more time on patient care and less time on paperwork.

### **What are the technical requirements to access the Availity Portal?**

To access the Availity Portal, providers must have:

- A computer with internet access. High speed is recommended for best results.
- Microsoft Internet Explorer 11.0 (or higher), Google Chrome or Firefox.
- A 1024 x 768 pixels or greater screen resolution for best results.
- The ability to enable pop-up windows, allow JavaScript and allow images to load automatically.
- Up-to-date antivirus software.
- The latest version of Adobe Reader to view PDF forms.

### **Is the Availity Portal HIPAA-compliant?**

Yes, the Availity Portal is HIPAA-compliant.

### **How does the Availity Portal protect the privacy and security of health information?**

Information is protected by registration and can only be accessed by designated Availity Portal users. Availity does not store health information; it only exchanges the information in strict compliance with privacy laws and regulations as necessary to complete the range of transactions performed by providers.

### **Is there a charge to use the Availity Portal?**

No, the standard transactions previously completed on the Simply provider self-service website (such as eligibility and benefits, claim status inquiries, and claim submissions) are available at no charge to physicians, hospitals and other health care professionals on the Availity Portal. There are no set-up fees, monthly fees or per-claim fees for these transaction types.

**[www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider)**

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.

SFLPEC-1425-18 July 2018



If a provider's office is not registered to use the Availity Portal, they can register today. Providers and their staff can have immediate access to the online tools by clicking on the **Register** button at <https://www.availity.com>. Then, select **Portal Registration - Let's get started!** to complete the online registration wizard.

If providers are already using the Availity Portal, no additional registration is needed. Simply will appear as one of the options in the drop-down menu. If providers experience any difficulties, they should contact Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**.

#### **What is an administrator?**

Each provider organization registering for the Availity Portal designates an administrator. The administrator performs the account administration functions, such as registering new users and assigning business roles, revoking user access as needed, and controlling the organization's information within the Availity Portal. It is recommended that the administrator set up one of their users as an administrator assistant in Availity to avoid business disruption if the administrator is not available for a length of time or leaves the organization.

#### **What is the difference between electronic data interchange (EDI), the Availity Portal and the Simply provider self-service website?**

EDI allows providers to submit claims and retrieve remittance advices and claim file acknowledgements from their computer via modem and phone lines directly to and from the insurance carrier or clearinghouse.

The Availity Portal offers both a multipayer portal and an EDI clearinghouse. The Availity Portal optimizes the flow of information between health care stakeholders — including professional and facility providers, health plans, pharmacies, and others — through a secure web-based exchange. We encourage providers to continue submitting claims through their third-party vendor or clearinghouse.

Payer Spaces and the payer provider self-service website are accessed from the Availity Portal under the secure, single sign-on. These sites offer a wide range of online tools and resources to perform daily tasks, including but not limited to viewing claim edit rules on ClearClaimConnection™, downloading commonly used forms, reference materials and provider manuals, and viewing policy and procedure information.

#### **Are there training opportunities available?**

Yes, providers have access to multiple resources and free training on the Availity Portal after they are registered and logged into Availity. For training opportunities, select **Help & Training** from the top navigation to gain access to a variety of help topics and training opportunities.

#### **Whom should I call if I have questions about the Availity Portal?**

Contact Availity Client Services at **1-800-AVAILITY (1-800-282-4548)** or select **My Support Tickets** under *Help & Training* from top navigation. Availity Portal Client Services is available Monday to Friday, 8 a.m. to 7 p.m. ET (excluding holidays). For additional help, call Provider Services at **1-844-405-4296**.