

Welcome to the new ILS e-newsletter, which is designed to help you feel connected with ILS and to feature news about the company. The newsletter contains a number of topics including:

- An update from Tim Nolan
- Information about new clients
- ILS featured in the news
- Employee spotlight
- Health and wellness tips
- Fun Items (contest & recipes)

We're holding a contest to name the newsletter. The winning entry will receive a Fitbit Flex wireless activity fitness and sleep band. Details about the contest are below.

The newsletter is part of a strategy aimed at enhancing communication with all the ILS staff working in different states.

Edited by Ray Parker, ILS Marketing and Communication Specialist, the newsletter will be issued quarterly keeping you up-to-date with ILS news.

We'd like you to contribute and want to hear about news that would be of interest to colleagues across ILS. Submissions may relate to new ILS developments, staff achievements, events, new appointments, and honors. Contact information for submissions is below.



Message from Tim



Tim Nolan,
President & COO

Tim Nolan has joined ILS as President and Chief Operating Officer. He spent the majority of his 30-plus career in rapidly growing health care companies. In 1985, he joined U.S. Healthcare, becoming one of several hundred employees. When U.S. Healthcare was sold to Aetna in 1996, there were close to 5,000 employees.

The first thing I recognized at ILS is the many dedicated and talented people. This is a critical asset in such a rapidly growing company. Growth involves many different challenges, including maintaining the infrastructure to support current clients, while continuing to build upon it to handle new business opportunities. You need great people to accomplish this. At ILS, this begins at the top with Nestor, whose vision, passion, and commitment are the engine for driving the company forward.

The second issue is the opportunity. Right now, the long-term care, or the home and community service, market is fragmented so we're going to see more consolidation and standardization. We saw the same trend in the medical industry 25 years ago with the emergence of HMOs. A big difference today is the ability to take advantage of technology to attain higher quality and efficiency in our market space. While technology, such as mobile applications, may enable more rapid change, the majority of health care services are still delivered locally. Face-to-face interaction with our participating providers and members will continue to be a key to success.

Third, ILS has a great array of products and programs. While we have to be thinking about what's important to our members in today's health care environment, we want to continue to anticipate future needs. The market is moving toward service that's 24 hours, 7 days a week and ILS needs to be prepared to effectively meet this demand.

Finally, great communication both internally and externally is a key element to our success. There are several ways for us to communicate with each other, including this newsletter. Town Hall meetings are being planned, which will be hosted live and available online. The meetings will provide ILS leadership with the opportunity to outline key initiatives within the company and to listen to your ideas. Let's focus on how best we can all help our clients and members as well as working together to build opportunities for everyone to grow within the company.

ILS is well positioned to meet the challenges of the marketplace. Your efforts are greatly appreciated and I look forward to working closely with all of you in moving the company forward.

-Tim Nolan

Sales/Accounts

Magellan Health

ILS has an existing relationship with Magellan Health that began in July of 2014 with the implementation of the Medicaid Managed Care program in the state of Florida. Magellan is a Special Needs Plan for members with serious, persistent mental health issues and operates in most regions in the state. Our initial work focused on Network Management Services including contracting and credentialing of providers statewide.

ILS is contracted to provide a service provider network for Assistive Care Services which includes Assisted Living Facilities and Adult Family Care Homes. Hospice and Skilled Nursing Home providers are part of the delegated provider network service. ILS also provides post discharge meals to Magellan members who are leaving a hospital facility.

In the past six months, we have assisted Magellan by finding Skilled Nursing Care and Assisted Living for difficult to place members. ILS staff works with the Magellan Health Guides and Hospital Discharge Planners to negotiate single case agreements to meet the complex needs of these members. In the beginning of the year, Nutritional counseling and Healthy Behavior Health Management services were added to the relationship. ILS' nutrition specialists provide coaching and support services to referred members. We look forward to continuing our work with Magellan.

Molina

Molina New Mexico and Molina Texas are new Meals clients that will be implemented during the second quarter of 2015. Each health plan will have their own dedicated toll-free phone number for members and caregivers to contact dedicated Call Center personnel in the ILS Call Center. Molina New Mexico has 1,700 members that are eligible for a meal benefit following discharge from the hospital. The benefit is for 42 post-discharge meals per year for the Special Needs membership. Molina Texas has 6,200 members that are eligible for a meal benefit following discharge from the hospital. The benefit is 42 post-discharge meals per year for the Medicare Advantage membership.

TracFone

Integral Health Plan has 5,300 members enrolled in the SafeLink Wireless® TracFone Program. The Program offers wireless communication service designed to assist with the communication of health information in a timely, targeted, and member centric way. Eligible members are those without a landline or cell phone, or prefer a separate cell phone utilized solely for their health care management. SafeLink Wireless provides members with a cell phone that may be used for inbound health information texts, 250 free minutes per month, caller ID, unlimited text messages, and access to 911 capabilities. These phones allow the member (or caregiver) to auto dial a 1-800 Integral phone number to connect them with an appropriate professional on the Care Support.

Additional New Clients

In the first quarter, ILS partnered with several new companies to offer Nutritional Support Services. New clients include: The Brand New Day company in California for their 8,000 Medicare Advantage members; Community Care Connections of Wisconsin with 5,600 members; and almost 88,000 Integral members in Florida.

ILS In the News

Business in Focus



Nestor Plana, Independent Living Systems Chairman and CEO, explains how he founded the company in the February issue of [*"Business in Focus"*](#) magazine.



Record Day for Post Discharge Meals

Nestor recently sent out a company-wide email announcing a milestone. ILS delivered a record number of post-discharge meals to members on Monday, March 23. A daily total of 1,274 meals were delivered in more than 28 states around the country.

In March, ILS will deliver about 20,000 post-discharge meals to patients across this wonderful country, as compared to less than 8,000 post-discharge meals during this same month last year – an increase of more than 250%.

Members transitioning from the hospital back to their home and community can be affected by poor nutrition, either due to the difficulty or inability to shop at the grocery store or to prepare a nutritious meal. For this reason, ILS post-discharge meals become crucial in returning members back to health, functioning properly, and avoiding a readmission back to the hospital.

"I am proud of the work that we continue to do on behalf of our members," Nestor wrote. "I thank each of you for the hard work and diligence you continue to display in caring for those that we are privileged to serve."

Employee spotlight:

Each issue will spotlight employees from the various departments and ask them questions about their positions. We're picking two IT team members, one in Miami and one in Islandia, who help out on the service desk.

- **What's your background?**

I was an army trained Biomedical Equipment Maintenance Technician and then went to school for networking. I came to ILS (Royal) in July 2013, when I heard about the opportunity from one of the other IT staff members up here that I had previously worked with. On a day-to-day basis, I make sure that the network and user systems are up and running. I also take care of the ticketing system here and from time to time other projects such as application installs and upgrades.

- **What surprised you most about working at ILS/ or favorite project?**



The most surprising thing about working here was the family feeling. Even with all of the people that work here, you never feel like just a number. My favorite project would have to be the ticketing system (SysAid) because I was able to see it from start to finish. I set up the system from server to local install, and to see it work and help productivity, was a great thing.

- **What do you do when not at work?**

I enjoy spending time with my kids who are into a wide variety of things. I personally love to read and I enjoy computer and console gaming. During the warmer months, I enjoy outdoor sports and general exploring.

- **What's your favorite movie? Why?**

"Guardians of the Galaxy." It may not be anyone's opus, but it was a great space opera. I love the characters and the way a team of people who really have nothing in common band together for something greater. Plus Rocket would be a great IT guy.

- **Anything else you want to add?**

I guess the only thing I would like to add is something I received from a fortune cookie that has always stayed with me: "If you understand what you are doing, you're not learning anything." Each day is an opportunity to better ourselves individually and in doing so bettering whatever groups we belong to.

Maurice Escayg
Service Desk
Technician
-Islandia, NY

- **Tell us about your job at ILS?**

My background is in Information Technology and I am currently part of the IT Department working for the Helpdesk and Infrastructure Team. I began working in ILS in January 2014.

- **What surprised you most about working at ILS or favorite project?**

I have enjoyed working with the Infrastructure team, especially with Carl Simeon, Mike Evans, and Roger O. Mairena. They have exposed me to a variety of tools used in the backend portion of IT infrastructure. I like seeing how stuff works in detail. For example, a domino effect on an action causing a reaction on different systems and platforms. One I particularly liked was working with them in Microsoft Exchange, which is the email server for Outlook that we use to communicate with each other internally and externally.



David Bonilla
Help Desk Engineer
-Miami, FL

- **What do you do when not at work?**

I am a very laid back kind of guy when I am not at work. I really enjoy a good read. Of course, nothing beats relaxing on the beach (this is a must, it's Florida), trying new things with responsibility (I am looking into scuba diving), and not to forget to thank God for everything he has done for my family and I during the good times and the bad.

- **What's your favorite movie? Why?**

That is a tough one. So I will tell you my current favorite show instead: "The Walking Dead." It is an action drama. The producers of the show have really pushed the characters to the point of breakdown and having them make really tough decisions in order to survive in a zombie apocalypse - a problem that has affected the entire human race. One of the things that I have taken from the show is to never give up and to always keep on striving and working hard no matter if you are alone and surrounded by darkness. As long as you are breathing, there is always hope.

Health & Wellness

As a health and wellness company, we thought it only appropriate to provide some tips on remaining healthy in each of our newsletters. In this edition, please find information submitted by our Nutrition Department on heart health and a delicious, yet nutritious recipe for stuffed peppers.

Download the Heart Health bulleting here: [!\[\]\(d84e7ea36f695d92cb39ec32c307ac93_img.jpg\) Heart-Health - February 2015.pdf](#)



Monthy Recipe:

Recipe: Stuffed Tomatoes with Picadillo

Yields 6-8 Servings

Ingredients:

- 6 large tomatoes, flesh and seeds removed
- 1 lb. ground turkey (or 93% lean ground beef)
- 1 can diced tomatoes (low sodium)
- 1 can tomato sauce (low sodium)
- 1 small onion, diced
- 6 tablespoons uncooked rice
- 1 bell pepper (any color), diced
- 2 cloves garlic, minced
- 1 tsp ground cumin
- 1 tsp black pepper
- 6 large pitted green olives, quartered
- 1 tablespoon canola oil
- 1/4 cup breadcrumbs

Preparation:

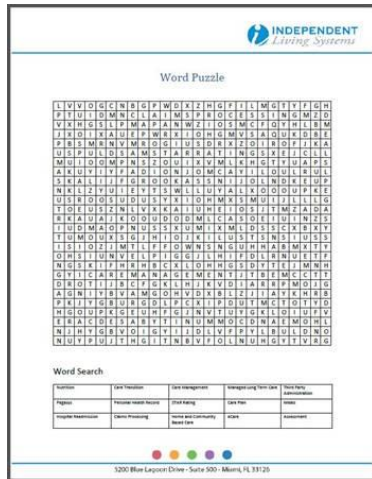
Brown the ground turkey (or beef) in a large skillet, using canola oil as needed. Add onions and sauté until translucent. Add garlic and sauté 1 minute, until fragrant. Add tomato sauce and diced tomatoes. Season with cumin and black pepper. As the sauce begins to simmer, add uncooked rice. It will absorb excess liquid as it cooks. Preheat oven to 350°. Drizzle some olive oil to the bottom of a rectangular pan. Assemble tomatoes in the pan standing up. Stuff the tomatoes until about 3/4 full, and sprinkle breadcrumbs on top. Bake for about an hour or until the tomatoes have cooked through. Enjoy!



Word puzzle

Find the 15 words related to ILS businesses.

Download our monthly word puzzle here:  [Word Puzzle - V1.pdf](#)



Name This Newsletter Contest

We want your help in naming the newsletter, so we're running a naming contest. The winner receives a Fitbit ChargeHR – Heart Rate + Activity Wristband. Check it out [here](#).



The contest will run until May 15th.

- Only ILS employees may enter.
- One entry/newsletter name per person.

ILS executives will select the grand-prize-winning-newsletter name (judging the submissions without employee names attached). If more than one person submits the winning name, then there will be a raffle drawing. The employee with the grand-prize-winning name will be announced in the next newsletter.

Summit your entry here: [Contest Entry](#)

The screenshot shows a web browser window with a yellow title bar. The address bar displays 'SurveyMonkey, Inc'. The page header features the SurveyMonkey logo (a blue 'i' in a circle) and the text 'INDEPENDENT Living Systems' in a serif font. The main heading of the page is 'Name This Newsletter Contest' in a bold, dark blue font. Below this, the first question is '1. Provide us a little: (1 entry per person)' in bold. There is a large, empty white text input box with a small cursor icon at the bottom right. The second question is '2. Contact Information' in bold. Below it are four empty white text input boxes for 'Name', 'Office Location', 'Email Address', and 'Phone Number'. At the bottom center is a grey button labeled 'Done'. At the bottom right are two buttons: a green 'Get Feedback' button and a grey 'Cancel' button. The footer contains the SurveyMonkey logo and the text 'PREVIEW & TEST'.

SurveyMonkey, Inc

INDEPENDENT
Living Systems

Name This Newsletter Contest

*** 1. Provide us a little: (1 entry per person)**

*** 2. Contact Information**

Name

Office Location

Email Address

Phone Number

Done

Get Feedback Cancel

SurveyMonkey
PREVIEW & TEST

Newsletter Contributors

Kerri Cappadora: An Analyst for the Provider Services team in the Suffolk office since September 2013. Her responsibilities include getting call center reports to all LOB's as well as to the internal management team, and to provide clients with up-to-date statistics to develop tools to better assist them.

Reach at kcappadora@royalhlc.com

Christian Heath: The Director of Marketing and Communications, joined ILS in June 2014 and is responsible for developing and implementing the company's branding and marketing strategies. Prior to joining ILS, Christian worked for health insurers in a number of roles including Communications, Marketing, Product, and Account Management.

Reach at cheath@ilshealth.com

Anne Just: A Training Manager in the Suffolk office, she has worked in health care for 30 years, of which the past 12 have been at ILS. These words are not in her vocabulary: "I can't".

Reach at ajust@royalhlc.com

Ray Parker: A Marketing and Communication Specialist in the Miami office since February 2015 with a background in journalism. One of his responsibilities includes editing the e-newsletter.

Reach at rparker@ilshealth.com



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