

# Lifeline personal emergency response system



**UnitedHealthcare is working with Lifeline to provide a personal emergency response system (PERS) at no cost to eligible UnitedHealthcare® Group Medicare Advantage plan members.**

The Lifeline PERS allows you to ask for help anytime you need it, 24/7, 365 days a year. All you do is push the help button on your wearable device, and a Trained Care Specialist will assist you to get you the help you need quickly.

Features include:

- Optional AutoAlert fall detection technology automatically provides access to help if it detects a fall — even if you are disoriented, immobilized or unconscious and cannot push the help button<sup>1</sup>
- Cellular — or landline compatible, Lifeline works anywhere in the U.S. where current telephone service is provided
- Lightweight, water resistant<sup>3</sup> help button can be worn on the wrist or around the neck

Lifeline is the most popular personal emergency response system in the U.S. today,<sup>2</sup> offering solutions to fit your unique needs and lifestyle.

## Lifeline®

**On the Go:**



Fall detection and GPS technology

**At-home:**



**HomeSafe Standard**

Landline and cellular options available



**HomeSafe with AutoAlert**

Includes fall detection technology. Landline and cellular options available





## You or your family members, caregivers and health care professionals may help you enroll by:

**Phone: 1-855-595-8485, TTY 771**

**Online: <https://lifeline.com/uhcgroup>**

Please be sure to have the following information:

- Member address (where service will be provided)
- Member telephone number<sup>3</sup> to schedule delivery
- Member date of birth
- Preferred language

## Frequently asked questions

### **What is included in a personal emergency response system? And is everything covered?**

The Lifeline personal emergency response system includes both the equipment and the monitoring service. When the help button is pressed, the device acts as a speakerphone and dials the Lifeline Response Center. A Trained Care Specialist quickly accesses your profile, assesses the situation and dispatches the help requested. Yes, everything is covered.

### **What if the personal emergency response system stops working?**

Please report malfunctioning equipment to Lifeline customer service at **1-855-595-8485, TTY 771**. They will help troubleshoot and replace any malfunctioning unit or help button that has not been tampered with or altered from its original manufactured state.

### **What if the personal emergency response system button is lost? Can a replacement be ordered?**

Lifeline will replace the first lost button. Additional lost buttons may require copays.

<sup>1</sup>Automatic fall detection technology does not detect 100% of falls. If able, a subscriber should always push their personal alert button when they need help. Button signal range could vary due to environmental factors. Lifeline response center may proceed directly to calling emergency services in urgent circumstances.

<sup>2</sup>Based on number of subscribers.

<sup>3</sup>A member phone number is required to enroll.

Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. You must have a working landline and/or cellular phone coverage to use PERS.

The company does not discriminate on the basis of race, color, national origin, sex, age or disability or participation in health programs and activities. Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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