

# Lifeline<sup>®</sup>

**UnitedHealthcare<sup>®</sup>** worked with Lifeline to provide a personal emergency response service at no cost for select **Medicare Advantage** plan members.

Lifeline personal emergency response services (PERS) allow you to ask for help whenever you need it, day or night, 24/7, 365 days a year. All you need to do is press the help button on your wearable device, and a Trained Care Specialist will assist you to make sure you quickly get the help you need.

## Features include:

- Optional AutoAlert fall detection technology automatically provides access to help if a fall is detected – even if the wearer is disoriented, immobilized or unconscious and cannot press their help button<sup>1</sup>
- Optional mobility, activity, and engagement insights and geolocation capabilities with On the Go+ Mobility
- Cellular or landline compatible, Lifeline works anywhere in the U.S., where current telephone service is provided
- Lightweight, water resistant help button can be worn on the wrist or as a pendant

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

Members, family members, caregivers and healthcare professionals may register a member by:

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

Monday through Friday: 8 am to 8:30 pm ET

Saturday: 10 am to 4 pm ET

**Enrolling:** Enroll online at <https://www.lifeline.com/uhcgroup/>

Please be sure to have the following information available:

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



## On the Go:



### On the Go

Fall detection and GPS technology

### On the Go+ Mobility

Also includes activity insights and geolocation capabilities for safe returns home

## At Home:



### HomeSafe Standard

Landline and cellular options available



### HomeSafe with AutoAlert

Includes fall detection technology. Landline and cellular options available

# Frequently asked questions

## **Q Does a member need to meet specific requirements to be eligible for a Lifeline personal emergency response service?**

Yes. Only members with plans that include the Lifeline benefit are eligible for a personal emergency response service (PERS).

## **Q What exactly is included in a personal emergency response service?**

The Lifeline personal emergency response service includes both the equipment and monitoring service. When the help button is pressed, the device acts as a speaker phone and dials the Lifeline Response Center. A Trained Care Specialist quickly accesses the member's profile, assesses the situation and dispatches the help requested.

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

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

## **Q What if the personal emergency response service stops working?**

Any equipment malfunction should be reported to Lifeline Customer Service at:

1-855-595-8485, TTY 771

Monday through Friday – 8 am to 8:30 pm ET

Saturday – 10 am to 4 pm ET

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.

## **Q What type of battery does the personal emergency response service use?**

Both the landline and wireless bases plug into the wall outlet. The landline system has an additional connection through the telephone jack within the home. The help buttons are battery operated. Because they are water resistant and can be worn in the shower, battery replacements require factory installation. The Lifeline Response Center periodically sends test signals to bases and help button devices. A low battery signal results in Lifeline sending a new help button device with return postage for the one it replaces.

1. 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.
2. Based on number of subscribers.
3. A member phone number is required to enroll.

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

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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