

Lifeline[®]

UnitedHealthcare[®] is working with Lifeline to provide a personal emergency response system at no cost for select **Medicare Advantage** plan members

Lifeline personal emergency response system (PERS) allows you to ask for help whenever you need it, anytime of day or night – 365 days of the year, 24/7. All you need to do is press the help button, worn as a wristband or pendant, 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 it detects a fall – even if wearer is disoriented, immobilized or unconscious and cannot press their help button¹
- Cellular or landline compatible, Lifeline works anywhere in the U.S., where current telephone service is provided²
- Lightweight, waterproof³ 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,⁴ offering solutions that fit your lifestyle and unique needs.

Members, family members, caregivers and healthcare professionals may enroll 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

Emailing: LifelineCares@Philips.com

Faxing: 1-800-548-7695

Enrolling online: lifeline.philips.com/uhcgroup

Please be sure to have the following information available:

- Member address (where service will be provided)
- Member telephone number⁵ to schedule delivery
- Member date of birth
- Preferred language

**Wherever life goes,
help can be there:**



**GoSafe 2²
Cellular**

**So the right support
can be there at home:**



HomeSafe Standard
Landline and Cellular versions
available



HomeSafe with AutoAlert
Landline and Cellular versions
available

Frequently asked questions

Does a member need to meet specific requirements to be eligible for a Lifeline personal emergency response system?

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

What exactly 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 communicator 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. Yes, everything is covered.

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.

What if the personal emergency response system 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.

What type of battery does the personal emergency response system use?

Both the landline and wireless communicators plug into the wall. The landline system has an additional connection through the telephone jack within the home. The help buttons are battery operated. Because they are waterproof³ and can be worn in the shower, battery replacements require factory installation. The Lifeline Response Center periodically sends test signals to communicators and help buttons. A low battery signal results in Lifeline sending a new help button with return postage for the one it replaces.

1. AutoAlert does not detect 100% of falls. If able, users should always press their PERS button when they need help.
2. Coverage outside the home is provided where AT&T wireless coverage is available.
Recharging of the GoSafe Mobile pendant is done by the user as needed when connected to the charger.
3. Up to 1 meter of water for 30 minutes. Refer to IFU for more details.
4. Based on number of subscribers.
5. A customer phone number is required to enroll. Assumes the location of the communicator is in an area with sufficient access to coverage by the AT&T wireless network.

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.