

## What are Personal Emergency Response Services (PERS)?

A PERS device is an electronic device worn by the member. It has a help button the member uses to call for help during any type of emergency. When the button is pressed a monitoring center is alerted. This center is open 24 hours a day, 7 days a week. Trained operators can contact family members or emergency services as needed.

## What types of PERS devices can members get?

**Mobile devices** can be worn around the neck or on the wrist. One option is a PERS device with a wristband. The other is a smartwatch that has PERS and more features like step counting, weather and more. They are water resistant so can be worn in the shower.

All mobile devices have GPS technology. This allows members to get help both at home and away from home. Mobile devices use cell towers to connect the PERS device to our call center. No cell phone is needed for the devices to work.

If help is needed, the member presses the help button. This sends an alert to the monitoring center. Two-way communication happens when the monitoring center begins speaking with the member. Members speak into the device to be heard.

**Home-based PERS units** are offered for members who cannot use a mobile device. This unit is for members who live in an area with limited or no cell connection or are homebound. Standard units have a base station that connects through the member's home phone (or landline). This allows for two-way dialogue with the monitoring center. Members speak into the base station to be heard.

A wearable device is needed to connect members to the base station. Members can select a lanyard or a wristband, which are water resistant. They provide coverage in and around the home 24 hours a day, 7 days a week.

## Can all devices tell if a member falls?\*

Yes, if this feature is turned on and the member wants it. Many falls happen in the bathroom. For that reason, all buttons are water resistant and safe to wear in the shower.

## What if a member hits the button by mistake?

Mistakes happen and they are expected. When the button is pushed, an operator will answer. The member simply tells the operator they do not need help.

## Who provides PERS services to Samaritan Health Plan Medicare Advantage members?

Medical Guardian is the provider of PERS services to members.

## **Which Samaritan Medicare Advantage plans have a PERS benefit?**

The Valor, Premier, Premier Plan Plus and Dual Advantage plans each offer a PERS benefit.

## **How do members obtain a PERS device?**

Members can call Medical Guardian directly at 800-914-5531 to get more information and ask for a PERS device.

## **How will members get the device after they ask for one?**

The PERS unit is shipped directly to the member. Instructions on how to activate the device are included. The Medical Guardian customer support team can help activate the unit and answer any questions.

## **What is the cost to the member? Is there a co-pay or deductible?**

There is no cost to the member for this PERS benefit. Members are not charged any monthly fees or co-pays.

*\*No technology, including Fall Detection technology, works 100% of the time. If a fall occurs, the help button should always be pushed when possible.*

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Samaritan Advantage Health Plans is an HMO with a Medicare contract. Enrollment in Samaritan Advantage Health Plans depends on contract renewal.

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