

# PHILIPS

## Lifeline

Personal emergency response service

**UnitedHealthcare**® has partnered with Philips Lifeline to provide a personal emergency response service at no extra cost to **TRS-Care Medicare Advantage** plan participants.

Philips Lifeline personal emergency response service (PERS) allows you to summon help whenever you need it, anytime of the day or night – 365 days of the year, 24/7. All you need to do is push 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 push their help button<sup>1</sup>
- Cellular or landline compatible, Lifeline works anywhere in the U.S., where current telephone and cellular service is provided<sup>2</sup>
- Lightweight, waterproof<sup>3</sup> help button can be worn on the wrist or as a pendant

Philips Lifeline is the most popular personal emergency response system in the U.S. today,<sup>4</sup> offering solutions that fit your lifestyle and unique needs.

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

**Calling:** 1-855-595-0389, TTY 771

8 am to 8:30 p.m. ET, Monday through Friday

9 am to 5:30 pm ET, Saturday

**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 number<sup>5</sup>
- Member date of birth
- Preferred language

### On-the-go:



**GoSafe Mobile**<sup>2</sup>  
Cellular

### At-home:



**HomeSafe Standard**  
Landline and Cellular versions available



**HomeSafe with AutoAlert**  
Landline and Cellular versions available



# Frequently asked questions

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

Yes. Members with plans that include the Philips Lifeline benefit are eligible for a personal emergency response service (PERS). Your plan includes this benefit.

## **Q Can agents help members place an order for a Philips Lifeline personal emergency response service?**

Yes. First, the agent must confirm the member's plan includes the Philips Lifeline benefit. Once confirmed, the agent can help the member place their order.

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

The Philips Lifeline personal emergency response service includes both the equipment and the monitoring service. When the help button is pressed the communicator acts as a speaker phone and dials the Philips 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.

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

Any equipment malfunction should be reported to Philips Lifeline customer service at **1-855-595-0389**. They will help troubleshoot, and replace any malfunctioning unit or help button that has not been tampered or altered from its original manufactured state.

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

Philips Lifeline will replace the first lost button. Successive lost buttons may require member copays up to \$50.

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

Both the landline and wireless communicators plug into the wall. The landline service has an additional connection through the telephone jack within the home. The help buttons are battery operated. Because they are waterproof<sup>3</sup> and can be worn in the shower, battery replacements require factory installation. The Philips Lifeline Response Center periodically sends test signals to communicators and help buttons. A low battery signal results in Philips 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 push 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.

