Q: What is the Personal Emergency Response System (PERS)?
A: UnitedHealthcare® has partnered with Philips Lifeline® to provide emergency communication and monitoring service at no extra cost for select Medicare Advantage plan members, including Dual Special Needs Plan members.

Key features:
- Get access to help quickly in any emergency situation 24 hours a day.
- Lightweight, water-resistant help button can be worn on your wrist or as a pendant.
- Optional AutoAlert fall detection feature can automatically provide access to help if it detects a fall — even if you are disoriented, immobilized or unconscious and cannot push your help button.
- Wireless or landline compatible and works anywhere in the USA, where current telephone service is provided.
- Gives peace of mind to family members, caregivers and circles of friends.

Q: How does the emergency response system work?
A: Members have a choice of medical alert communicators depending on the telephone service in the home. The member should be able to hear the response center through the Communicator whether it is connected via a landline or a cellular signal.

- **Landline System** for homes with landline telephone service.
- **Cellular System** for homes without landline telephone service.

AND choice of help buttons:
- **Help Button** available in pendant or watch (requires manual press).
- **Help Button with AutoAlert** available in pendant only (automatically detects falls).

Q: What exactly does PERS cover?
A: Philips Lifeline offering includes both the equipment and monitoring service. Through the Lifeline Communicator and Help Button, the member has 24/7 access to the Philips Lifeline Response Center. The Response Center is staffed with trained response associates who can signal for help whenever it is requested.

Q: What if it breaks?
A: Any malfunctioning of equipment should be reported to Lifeline Customer Service at 1-800-368-2925. Customer service will help troubleshoot the unit and replace any malfunctioning unit or help button that has not been tampered or altered from its original manufactured state.

1. AutoAlert does not detect 100% of falls. If able, subscribers should always push their button when they need help. Button signal range may vary due to environmental factors.
Q: What kind of batteries does it use?
A: 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, and because all help buttons are water-resistant so that they can be worn in the shower, battery replacements require factory installation. Philips monitoring center periodically sends test signals to communicators and help buttons. Any low battery signal will result in Philips Lifeline sending a new help button with return postage for the low battery help button.

Q: What if the Philips Lifeline help button is lost? Can they order a replacement?
A: Philips will replace the first lost help button. Successive lost buttons may require a member copay up to $50.

Q: Are there specific requirements that a member must meet in order to be eligible for the Philips Lifeline help button?
A: The member must be a participant of a United Healthcare Medicare Advantage plan, including Dual Special Needs Plans, with the embedded benefit of Philips Lifeline. All members and only members are entitled to receive the benefit.

Q: How do they sign up for this part of the benefit?
A: Members, family members, caregiver and healthcare professionals may enlist a member into the benefit by:

- Calling 1-800-368-2925
- Emailing LifelineCares@Philips.com
- Or faxing in a request for service to: 1-800-548-7695.

Requests for service should include ALL of the following in order for Philips Lifeline to contact the member, order equipment and schedule delivery:

- Member full name
- Member UnitedHealthcare Plan identification number
- Member address where service will be provided
- Member contact telephone number to schedule delivery
- Date of birth
- Language spoken

Q: Can the agent call in and help the member get their order put in?
A: Yes, once the member has selected their health plan, anyone can help the member access their benefits, including the PERS benefit.

Q: What is Philips LifeLine competitive edge? Why Philips over others? Who is the leader in the PERS market?
A: As the founder of the medical alert industry in 1974, Philips Lifeline is the oldest and largest medical alert provider in North America, having served over seven million subscribers since our inception. Philips Lifeline is the choice of over 2,000 providers that offer a medical alert service.