



# Lifeline personal emergency response system



**UnitedHealthcare is working with Philips Lifeline to provide a personal emergency response service at no cost to eligible UnitedHealthcare® Group Medicare Advantage plan members.**

Philips 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 push the help button, worn as a wristband or pendant and a Trained Care Specialist will assist you to help 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 to fit your lifestyle and unique needs.

**United  
Healthcare**

## 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



## You or your family members, caregivers and health care professionals may help you enroll by:

**Calling: 1-855-595-0389**, TTY 771, 8 a.m.–8:30 p.m. ET, Monday–Friday,  
9 a.m.–5:30 pm ET, Saturday

**Emailing: LifelineCares@Philips.com**

**Faxing: 1-800-548-7695**

**Enrolling online: [lifeline.philips.com/uhcgroup](https://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

## Frequently asked questions

### 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 speakerphone 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.

### 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.

### 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.

<sup>1</sup>AutoAlert does not detect 100% of falls. If able, users should always push their PERS button when they need help.

<sup>2</sup>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.

<sup>3</sup>Up to 1 meter of water for 30 minutes. Refer to Instructions For Use (IFU) for more details.

<sup>4</sup>Based on number of subscribers.

<sup>5</sup>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.

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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