

# 2024 Medicare Advantage Benefit Personal Emergency Response System (PERS) FAQ



Personal Emergency Response System (PERS) is a supplemental benefit for some Medicare Advantage Members in 2024. PERS units allow Members to maintain independence and provide 24/7 support for all Member needs. The PERS unit and the monthly monitoring is covered at no cost to the Member.

## What type of PERS units are available?

### Mobile PERS units

The most popular and versatile type unit. The Mobile PERS unit works within the Member's home and on the go - anywhere in the U.S. where there is cellular connectivity. No cell phone is necessary. Units have GPS and fall detection capabilities.

### Cellular PERS units (home-based)

For Members without a landline phone. This option works completely independent of a cellular phone.

### Standard PERS unit (home-based)

For Members with a landline phone.

## How does a Personal Emergency Response System work?

### Mobile PERS

Members are provided a device for push-button access to assistance 24/7. The device utilizes cellular technology and GPS location services. The two-way voice communication provides access to the Caring Center through the wearable device itself. Mobile PERS units are water resistant so Members can always wear their device. The unit has a 36- to 72-hour battery life before it is necessary to recharge the device on the included base unit.

### Home-Based PERS

Members are provided an in-home call button for push button access to assistance 24/7. The PERS base station has a service range up to 1,000 ft within a Member's residence. Each base station has a 24-to 36-hour back up battery in the event of a power outage. Members are provided with a water-resistant wrist or neck pendant option. Battery life for the wrist or neck pendant is five years on average.

- Cellular units – Base station utilizes cell towers to access Caring Centers (member does not need to have cell phone).
- Standard landline units – Base station utilizes a home phone line to access Caring Center.

## Who provides PERS service to Members?

Best Buy Health.

## Do all Medicare Advantage Members have the PERS benefit?

No. Please refer to Members EOC for details.

## How do Members request a PERS unit?

Members will contact their Member Services Representative through the number on their insurance card.

## How does the Member get their PERS device?

Mobile units come plug and play and are shipped directly to the Member. A professional technician will contact the Member to set up installation when a home base PERS unit is requested. Installation assistance will be done virtually.

## What happens when a Member presses the alert button on the pendant?

The device connects to the Caring Center. Each PERS unit is registered to a specific Member. When an activation occurs, a full Member profile is available to the Caring Center Representative who will assist the Member with their needs, both emergent and non-emergent. If there is no response from the Member, the Caring Center follows the personalized protocol, calling the emergency contact, emergency services or the doctor's office.

## How do emergency personnel gain access to the Member's home?

In the event the Member needs medical assistance, the Caring Center will notify the emergency contact to meet the emergency personnel to provide access. If there is a lockbox or hidden key, that information is available in the Member's file and will be provided to emergency personnel upon dispatch.

**Contact your Medicare Advantage Team at Best Buy Health with Additional Questions**

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