

## Personal Emergency Response Systems (PERS Units)

Listed below we include information on the features of Personal Emergency Response Systems (PERS) unit and a list of some regional and national providers available in the Broome County area. A PERS can allow someone to maintain independence in the home and help provide peace of mind for family and friends. PERS units can have different features and can meet different needs:

### Common Features of PERS units:

- Push button can be worn around the neck or on the wrist
- Units can be waterproof or water resistant
- Units can connect to landline or mobile service
- Dispatcher available 24 hours a day: in the event of an emergency, the dispatcher will try to contact one of the people listed as an emergency contact. If no one is available, then help is automatically sent to the home

Some PERS providers also offer additional features, which can include fall detection, GPS enabled units, activity monitoring, daily check in services, home security monitoring and medication dispensers or reminders – these are often an additional fee.

The equipment can be set up in different ways: landline, wireless and GPS.

- A *landline* device can be plugged into a phone jack and electrical outlet and provides a communication range around the unit usually up to 300 ft.
- A *wireless* device can be used if the home does not have a landline, these work with most wireless carriers and allow a similar range as the landline unit. (This might require cell phone service)
- A *mobile* GPS PERS (also called a Mobile Personal Emergency Response System) device will travel with the person and allow peace of mind outside of the home. These devices utilize GPS and/or cellular technology, allowing seniors to be on the go and still be safely monitored. You can find these devices at local retailers or purchased online. (This might require cell phone service)

### Price Range-Installation/Activation Fee and Monthly Charge:

One-time installation/activation fees typically range from around \$25 to \$280. The monthly monitoring fee ranges from \$0 to \$80/month depending on the PERS provider you choose, the type of unit and any special features.

**Individuals who are eligible for the Medicaid program may be able to access a PERS unit through Medicaid.** Contact CASA at 607-778-2420 for more information.

You can also call Broome County NY Connects at 607-778-2278 if you have questions about assistance paying for a PERS.

Some things to consider when choosing a PERS device:

**1. What options are you looking for in a unit?**

- Do you want a unit that can automatically detect falls?
- Is a GPS enabled unit necessary - still driving and independent?
- Are you looking for other services than a personal emergency response system -like medication reminders or a daily check? Does the company offer any other services?

**2. What type would work best?**

- Does the provider offer multiple options for wearing the unit?
- Are they waterproof or only water resistant?
- What is the range of the unit from the base?
- How is the battery life of the unit?
- If the power or phone service goes out, will the unit still work?

**3. Ask questions regarding the response time and monitoring offered:**

- What is the average response time?
- Does the device allow someone to talk to a dispatcher or do they need to be near the unit's base?
- Can family be designated as first contact?
- What are the options and hours for customer service?

**4. Ask about the cost:**

- What are the monthly fees; are there any service fees?
- If a wireless or GPS unit, do they use your cell service or is service included in the cost?
- Is there an installation cost?
- Do you need to sign a contract to receive services?
- Are there discounts offered?

**5. Consider if you want a local provider or other option:**

- A local provider will have a local office that will be able to install the unit for you.
- Other providers will mail you the unit or it is purchased through a local retailer and then you pay an activation fee. Sometimes a technician might be available to help for an additional fee.

**6. Additional options:**

- Some home security companies provide PERS units. These can be found in the phone books or an online search for home security businesses. ADT is an example of a home security company that offers PERS units.
- And if you're considering a personal assistant device, such as Amazon's Alexa or Google Home you should check with the company to make sure they can call 911.

## Local PERS Providers

<u>Provider Name</u>	<u>Address/Contact Info</u>	<u>Options Available</u>	<u>Price Information</u>	<u>Additional Information</u>
UHS Twin Tier Home Emergency Alarm Response	UHS Home Care 601 Riverside Dr. Johnson City, NY 13790 (607) 763-8952  Mon-Fri 8:30-5 pm	Landline Wireless Mobile GPS	Landline-\$35/month Wireless-\$38/month Mobile GPS-\$40/month  One-time installation-\$40	<ul style="list-style-type: none"> <li>• UHS provides a reduced rate on monthly monitoring fee to consumers who mention Broome County Office for the Aging as a referral source when calling.</li> <li>• No contract, you can cancel at any time</li> </ul>
Response Now	1-866-795-4321	Landline Mobile GPS*  * Works off AT&T cellular service at no additional cost	Landline service starts at \$29.95/mo. Mobile starts at \$39.95 with fall detection.	<ul style="list-style-type: none"> <li>• Device is shipped and already activated upon delivery.</li> <li>• No activation fee for landline service.</li> </ul>
Lively Mobile	Lively from Best Buy Health 7601 Penn Ave South Richfield, MN 55423  1-877-624-5818	Wireless	Unit cost \$79.99 from retailer  Activation \$35  Monthly cost \$24.99 – \$34.99 with fall detection.	<ul style="list-style-type: none"> <li>• May be able to offer a \$10 discount if you mention you were referred by Office for Aging.</li> </ul>
Medical Guardian	118 Market Street, Suite 1200 Philadelphia, PA 19103 1-800-219-4880  Sat-Sun-6am-10pm	Landline Mobile GPS	Landline \$29.95 and up  Mobile GPS \$39.95 and up	<ul style="list-style-type: none"> <li>• 8 different options</li> <li>• Option for fall detection</li> <li>• No contract or activation fee</li> <li>• Cost for equipment varies, can be leased</li> </ul>

## Other PERS Providers

<u>Provider</u>	<u>Address/Contact #</u>	<u>Options</u>	<u>Pricing</u>	<u>Additional Information</u>
Freedom Alert by LogicMark	EmoryDay, LLC PO Box 176 Glenelg, MD 21737  1-800-519-2419	Landline  Mobile	Landline Unit Price: \$299  Mobile starts at \$34.99/month	<ul style="list-style-type: none"> <li>• Purchase unit, no contracts and no monthly fees</li> <li>• 30-day return policy</li> <li>• Can purchase extra pendants</li> <li>• Pendant has range of 600ft from base</li> <li>• Mobile has monthly fees</li> </ul>
LifeFone	16 Yellowstone Ave White Plains, NY 10607 1-877-245-7992  Office Hours: 8am-10 pm Monitoring Center and Customer Service 24/7 365 days a year	Landline Wireless * Mobile GPS * Landline plus mobile*  *works with AT&T cellular network using LifeFone's cellular service	Landline starts at \$24.95/month  Mobile starts at \$39.95/month  Annual rates available	<ul style="list-style-type: none"> <li>• Has voice in pendant option</li> <li>• Also offer fall detection, daily check in service, activity assurance (daily reminder to check in with the call center), medication reminders.</li> <li>• LifeFone also has mobile apps for caregivers</li> <li>• No activation, contract, or cancellation fees</li> </ul>
Lifeline	200 Donald Lynch Blvd. #300 Marlborough, MA 01752 1-855-681-5351  Office Hours: M-F 8-8PM Saturday 10am-4pm	Landline Wireless * Mobile GPS *  *uses AT&T cellular network	Prices start at \$34.95	<ul style="list-style-type: none"> <li>• Fall detection option available</li> <li>• In-pendant speaker</li> <li>• No long term contracts</li> </ul>
Connect America	3 Bala Plaza West, Ste.200 Bala Cynwyd, PA 19004 1-800-815-5809 Office hours 8am-4:30pm Monitoring Center 24/7 365 days a year	Landline Wireless	Landline starts at \$24.95 Wireless starts at \$34.95	<ul style="list-style-type: none"> <li>• Offers fall detection for \$10 more</li> <li>• Lock Box</li> <li>• May have some start up fees waived when mentioning Office for Aging</li> </ul>

*Including the companies on the chart above does not constitute an endorsement and the order does not show any preference. We do not assume responsibility for the quality of services provided.*

**\*Prices may change at any time, please call for accurate pricing**

