

## **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, on the wrist, or attached to clothing
- Units can be waterproof or water resistant
- Access to dispatcher 24 hours a day
- Some units can connect to landline or mobile service
- One-time installation or activation fee
- Monthly service charge on the unit that is installed or activated
- A list of emergency contacts (most providers prefer having a list of names to work from)
- 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:**

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 option 2 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 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?
- Do they offer any follow up?

## 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>
Twin Tier Home Emergency Alarm Response	<p style="text-align: center;">UHS Home Care 601 Riverside Drive Johnson City, NY 13790 (607) 763-8952</p> <p style="text-align: center;">Mon-Fri 8:30-5 pm</p>	<p>Landline Wireless Mobile GPS</p>	<p>Landline- \$35/month Wireless- \$38/month Mobile GPS- \$40/month</p> <p>One-time installation- \$40</p>	<ul style="list-style-type: none"> <li>• UHS provides a reduced rate on the monthly monitoring fee to consumers who mention the Broome County Office for Aging as the referral source when calling.</li> <li>• No contract, you can cancel at any time</li> </ul>
Caring Responders (a division of Lincare)	1-866-993-0661	<p>Landline Mobile *</p> <p>* Works off AT&amp;T cellular service at no additional cost</p>	<p>Landline service starts at \$29.95/mo. *Offer spouse coverage free with one-time fee Mobile starts at \$49.95 with \$15 activation fee</p>	<ul style="list-style-type: none"> <li>• Device is installed by local Lincare office and service is provided though a call center located elsewhere</li> <li>• No activation fee for landline service.</li> </ul>
Great Call “Lively Mobile”	<p>2200 Fairaday Ave Ste. 100 Carlsbad, CA. 92008 (800) 650-5921</p>	Wireless	<p>Unit cost \$49.99 from retailer Activation \$35 Monthly cost \$19.99 - \$39.99</p>	<ul style="list-style-type: none"> <li>• Tioga Opportunities, Inc., has a partnership with GreatCall to offer discounted product and service rates for customers who use the referral code “TIOGA”. Even for Broome County NY residents.</li> </ul>
Medical Guardian	<p>118 Market Street, Suite 1200 Philadelphia, PA 19103 (800) 668-9200</p> <p style="text-align: center;">Sun-Sat 7:30-10pm</p>	<p>Landline Mobile GPS</p>	<p>Landline \$29.99 and up Mobile GPS 39.95 and up</p>	<ul style="list-style-type: none"> <li>• 6 different options</li> <li>• Option for fall detection</li> <li>• No contract or activation fee</li> <li>• Cost for equipment varies, can be rented</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  1-800-953-5211 ext 2	Landline	\$219.95 or 3 monthly payments	<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>• In pendant speaker</li> </ul>
LifeFone	16 Yellowstone Ave White Plains, NY 10607 (800) 331-9198  Office Hours: 8am-10 pm Monitoring Center and Customer Service 24/7 365 days a year	Landline Wireless * Mobile GPS *  *works with AT&T cellular network using LifeFone's cellular service	Start at \$25/month	<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</li> <li>• Can also bundle home monitoring for CO gas and fire/smoke detection</li> <li>• No activation, contract, or cancellation fees</li> </ul>
Philips Lifeline	111 Lawrence St. Framingham, MA 01702 (855) 332-7799  Office Hours: M-F 8-8PM Saturday 10am-4pm 1-800-242-1306 ext 4575	Landline Wireless * Mobile GPS *  *uses AT&T cellular network	Start at \$29.95/ month and a activation fee \$50 or a device fee for GPS units	<ul style="list-style-type: none"> <li>• Also offer medication dispensing devices (currently revamping, may not be available at the time of call)</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**  
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