

2025 Personal Emergency Response System (PERS) Frequently Asked Questions (FAQ)

Background Information

Clever Care includes the Personal Emergency Response System (PERS) on all plans for 2025. Refer to the *Evidence of Coverage (EOC)* for details on the specific benefit.

Plan	Benefit Description
Longevity	\$0 copay, No Prior Authorization
Total+	\$0 copay, No Prior Authorization
Value	\$0 copay, No Prior Authorization

- **Who is our vendor?**
 - PERS service is covered only through Connect America.
- **Do all Clever Care members have the benefit?**
 - Yes, the PERS benefit is available to all Clever Care members.
 - **NOTE:** This is **not** the option for the SSBCI remote patient monitoring benefit.
- **Does the member have to meet clinical or authorization criteria for a PERS?**
 - No, there is no authorization requirement.
- **How do members request a PERS unit?**
 - Members contact Connect America directly at 877-909-4047, additional information on the benefit - <http://clevercare.connectamerica.com>.
 - Connect America uses *Certified Languages International* as its language line when Connect America does not have the applicable in-language service team member. Cobranded collateral and in-language welcome letters are then sent to the member to be received within 5 days of receiving the request.

- **How does a Personal Emergency Response System work?**
 - The PERS benefit consists of a mobile unit (necklace) that operates over a cellular network – and does not require a mobile subscription or landline service. The device and cellular service are at no cost to the member.
- **Does the system work anywhere?**
 - Yes, the mobile device works everywhere there is a cell signal.
- **How is installation handled?**
 - Members are sent a *Quick Start Guide*, a plug-in charger, and a unit. The unit comes pre-charged and pre-activated. The member must press a button on the PERS unit to test. If no test signal is received by Connect America within 5 days of delivery, an outbound call by Connect America will follow up with the member to ensure the device is set up and working properly.
- **What happens when a member presses the button?**
 - When the button is pressed, the unit automatically calls the Connect America call center. The system alerts a service representative who identifies the member through the base unit. The representative can speak to the member through the mobile unit (Neckless) to identify the kind of assistance needed. If there is no response, the representative begins the notification steps in the member's profile; for example, calling a caregiver, local emergency services and/or the family doctor.
- **Can the PERS be used for situations such as a suspected burglary or fire?**
 - Yes, the PERS unit can be used for any emergency (e.g., health emergency, feeling threatened, security, or fire).
- **What happens if the member disenrolls from the plan or is deceased?**
 - Clever Care notifies Connect America of the termination to deactivate the unit.
- **What should members do if they have a problem with a PERS unit?**
 - Members needing testing, troubleshooting or repairs can contact Connect America directly at 877-909-4047. If the problem cannot be resolved remotely or by resetting the PERS unit, Connect America will replace the unit within 5 business days.
- **How long does the power on the unit last?**
 - The unit comes with a plug-in charger. The unit's battery lasts about 5 days after a full charge. However, it is recommended to charge the unit each night. As a reminder, an audible announcement will be made from the unit when the battery is low.
 - The unit will not work if the device does not have power.

- **Can members get a new PERS unit every year?**
 - No – the benefit is for the PERS service, which consists of monthly monitoring and testing as well as the PERS hardware. Units will be replaced if they do not function properly but are designed to last for many years.
- **What are Connect America's Customer Service hours?**
 - The Connect America call center operates 24/7, 365 days a year. Members can contact Connect America for customer service support from 8 am to 5 pm PT at 877-909-4047.
- **How does a member return a system if she/he no longer needs it?**
 - Connect America will send the member a shipping box with a prepaid return label. Connect America will not send the member to collections if the unit is not returned.
- **Will Connect America provide Clever Care with management reports?**
 - Yes, Connect America will provide Clever Care with installation, incident, and activity reports including disposition. In addition, all customer service calls are taped for QA and available for review if investigation is needed.
- **Does Connect America cover costs for paramedics or other triaged services?**
 - No, the member will utilize their plan's benefits and copays for any services such as urgent care, emergency department, or ambulance if they are incurred.