



Personal Emergency Response Systems (PERS) / "Lifeline" of Brown County

300 S. Adams St, Green Bay, WI 54301
Phone: (920)448-4300
www.ADRCoftbrowncounty.org

Personal Emergency Response Systems (PERS) help you call for help in an emergency. The following is a list of local providers, but note that more options exist (national companies).
For other types of monitoring devices, technology, and equipment, contact a local home medical equipment provider (list of providers on ADRC's website).

Name & Contact Information	Package Types	Device Options	Cost & Payment Types
ARC Angels Home Care 920-832-8032 17 Park Pl, Appleton arcangelshomecare.com/services	Types: - Depends on need of customer	Types: - Depends on need of customer	Contact agency for more information Payment options: - Private pay
Comfort Keepers (SafetyChoice) 920-204-6068 516 Redbird Cir; De Pere greenbay-183.comfortkeepers.com	Types: - Landline System - Cellular System - Mobile PERS with GPS Add-ons Available: - Fall Sensor: Yes - GPS: Yes	Types: - Lanyard - Bracelet - Belt clip Details: - Water resistant devices available	Contact agency for more information Payment options: - Private pay
Helping Hands Caregivers 920-217-2961 (ext. 156) 509 W. Walnut St, Green Bay helpinghandswi.com/medical-alert-devices/	Types: - Depends on need of customer - Automated Medication Dispensing Service (Automated reminders to take medication at programmed time. Repeats for 5 minutes until a button is pushed. Does not dispense medication into a cup.) Add-ons Available: - Fall Sensor: Yes (certain units) - GPS: Yes (certain units)	Types: - Lanyard - Watch band Details: - Water resistant devices available - Spanish & Hmong	Starting at \$29.95/month. Your total cost will depend on any additional services you might require. Payment options: - Private pay
HSHS St. Vincent Hospital (Lifeline) 920-433-8550 835 S Van Buren St, Green Bay hshs.org/StVincent/Services/Home-Health/LIFELINE	Types: - HomeSafe Standard (Home System) - On the Go (Mobile System) - Automated Medication Dispensing Service Add-ons Available: - Fall Sensor: Yes (certain units) - GPS: Yes (certain units)	Types: - Wristband - Lanyard Details: - Water resistant devices available	Starting at \$29.95/month. Your total cost will depend on any additional services you might require. Payment options: - Private pay



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Lively (formerly GreatCall Splash) 800-733-6632 <i>lively.com</i> (Available for order online & pick-up at local Best Buy & Walgreens)	Types: - Lively Mobile+ - Lively on Apple Watch - Lively on Alexa devices Add-ons Available: - Fall Sensor: Yes on Mobile+ - GPS: Yes	Types: - Lanyard - Clip Carry case Details: - Water resistant devices available - 140 languages available	Lively Mobile+ - \$49.99 for device - Basic Package - \$24.99/month - Premium Package - \$34.99/month - Add Fall Detection - \$9.99/month Lively on Apple Watch - \$34.99/month Lively on Alexa - \$24.99/month Payment options: - Private pay
Martin Systems (Sololife) 920-432-2169 2744 Manitowoc Rd, Green Bay <i>martinsystems.com</i>	Types: - Landline System - Cellular System Add-ons Available: - Fall Sensor: Yes (certain units) - GPS: Yes (certain units)	Types: - Lanyard - Bracelet/watch - Belt clip Details: - Water resistant devices available	Contact agency for more information Payment options: - Private pay
Suburban Technology (Connect America) 920-739-5156 709 N Hickory Farm Ln, Appleton <i>suburbanenterprises.com/service/personal-emergency-response-systems-pers</i>	Types: - Landline System - Cellular System - Mobile LTE with GPS - On The Go Add-ons Available: - Fall Sensor: Yes (certain units) - GPS: Yes	Types: - Lanyard - Watch band Details: - Water resistant devices available - No landline required - 140 languages available	- No contract, cancel anytime - Month-to-month or annual subscription Payment options: - Private pay



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Getting Help: How PERS Work

- 1) A base unit is installed in your home, either through your landline or cell phone. Some systems operate using GPS, and therefore, do not need phone lines.
 - 2) On a day-to-day basis, you wear a button on a lanyard or watch/bracelet (the button is a small radio transmitter).
 - 3) When you need help, simply press the button. This sends a signal to your base unit, calling the emergency response center operated by the PERS company. You will speak directly with an emergency response center employee, who will ask about your emergency. If you need further help the employee will call your pre-determined emergency contact(s) and/or 9-1-1 services.
 - 4) If you purchase a system with fall sensor detection, the system will automatically detect "hard" falls. When detected, the system works the same way as if you had pushed the button. (A signal is sent to your base unit, calling the emergency response center.)
- Note: Not all falls are guaranteed to be detected through these systems. Talk with the agency about your specific fall situation before purchasing.*

Questions to Ask

1. Is the emergency response (monitoring) center open 24/7? What kind of training does staff receive?
2. What is the average response time? Who is alerted?
3. Will you be able to use the same system with other response centers if you move? What if you move to another city/state?
4. What is the repair policy? What happens if you need a replacement?

Payment & Contracts

Medicare, Medicaid, and most insurance companies typically do not pay for PERS. Most units are rented, with the emergency assistance service included in the cost. Make sure to read the contract carefully before signing, noting any extra charges, such as cancellation fees & notification requirements. Ask about the cost per month should you need to go to a rehabilitation unit for a fall or other health condition while in contract with a PERS company.

Find More Information:

- **Federal Trade Commission (FTC)**

Website: ftc.gov Phone: 877-382-4357

- **Better Business Bureau**

Website: bbb.org Phone: (800-273-1002) or (414-847-6000)

- **Wisconsin Department of Agriculture, Trade & Consumer Protection**

Website: datcp.wi.gov Phone: 800-422-7128

Contact ADRC for help with PERS and other questions (920-448-4300).