



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 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	GPS/Landline	Fall Sensor	Pendant Type	Cost & Payment Types	Service Details
Comfort Keepers (Safety Choice) 1331 N. Rd., Green Bay 920-490-8707 920-204-6068 greenbay-183.comfortkeepers.com	GPS (home & yard or go anywhere plan) Landline (100 yd.)	Yes	Lanyard Walkie-talkie with clip	Monthly contract GPS Home & Yard: Set-up fee waived, \$42.95 monthly GPS Go Anywhere: \$50 set-up fee, \$40.95 monthly Landline: Set-up fee waived, \$39.95 monthly Fall sensor: Set-up fee waived, \$42.95 monthly Private pay Veteran funding Family Care	
GreatCall Splash 800-733-6632 greatcall.com (Available for purchase online and at Walgreens & Best Buy)	GPS	Yes	Lanyard Clip Carry case Watch band	Monthly contract \$49.99 basic unit + \$35 activation fee + monthly fee Basic (5Star Urgent Response): \$19.99 monthly Preferred (Urgent care): \$24.99 monthly Ultimate (Fall sensor): \$34.99 monthly Private pay	Devices are waterproof 100 different languages
Helping Hands Caregivers 509 W. Walnut St., Green Bay 920-217-2961 (ext. 156) helpinghandswi.com	GPS Landline (300 ft.)	No	Lanyard Watch band	Monthly contract GPS: Set-up fee waived, \$20 monthly GPS Life Beacon: Set-up fee waived, \$45.95 monthly Landline: Set-up fee waived, \$29.95 monthly Private pay Veteran funding Family Care	Automated Voice Medication Reminder System (PERS Lanyard Set-Up): Alerts the participant with a voice automated reminder to take medication at programmed time. Repeats for 5 minutes until a button is pushed. Does not dispense medication into a cup. Spanish & Hmong

This listing is provided for information only courtesy of the
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Sololife (Martin Security) 1220 E. Mason St., Green Bay Purchase only: 920-432-7801 (Bellin Home Care Equipment) bellinequipment.org Customer service: 888-844-8070 (Sololife Toll-Free)	GPS Landline	Yes with GPS Pendant option	Lanyard Watch band	GPS Pendant: with online portal \$25 activation fee, \$49.95/month No long-term contract GPS Samsung smart watch: with online portal \$25 activation fee, \$195 one time fee, \$49.95 mo 4 mo contract required Customer keeps watch Landline: No long term contract \$25 Activation Fee, \$29.95 monthly (Martin Security) Private pay Family Care	
St. Vincent Hospital Lifeline (Philips Lifeline) 920-433-8550 (St. Vincent) 835 S. Van Buren St., Green Bay stvincenthospital.org	GPS (anywhere) Wireless (400 ft.) Landline (400 ft.)	Yes	Lanyard* Watch band <i>*Fall sensor must be on lanyard</i>	Monthly contract \$36 set-up fee (may be waived) GPS (anywhere): Call for plan options. Wireless (without fall sensor): \$46.95 monthly Wireless (with fall sensor): \$61.95 monthly Landline (without fall sensor): \$36 monthly Landline (with fall sensor): \$51 monthly Private pay Family Care	Devices are waterproof



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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)

ftc.gov **877-382-4357**

Better Business Bureau

bbb.org **Wisconsin Northeast Regional Office: 1047 N. Lynndale Dr., Appleton (920-734-4352)**

Wisconsin Department of Agriculture, Trade & Consumer Protection

datcp.wi.gov **800-422-7128**

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