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TELEPHONE ALERT (MEDICAL ALERT) MONITORING SYSTEM PROVIDERS

Medical Alert Systems allow a senior to feel safe in their own home by providing 24/7 access to medical help with the push of a button. Usually insurance companies, including Medicare, will **not** pay for these devices. However, it is important to check with your insurance provider to see if you could qualify for reimbursement.

Reimbursements for medical alerts typically require a doctor's recommendation for the device. Long-Term Care Insurance sometimes includes the cost of durable medical equipment, including medical alert systems, but not always.

Regardless, it is always important to check with your insurance provider to see if they will cover or reimburse your cost of a medical alert system. If your insurance will not cover a medical alert, and you cannot afford one, call your local Area Agency on Aging (336) 904-0300 to see if they can provide help or financial assistance.

Also, many medical alert providers offer discounts if you are a member of particular organizations, e.g. AARP, AAA, and USAA.

Most medical alert service provider's offer monthly, quarterly, and annual pricing plans. If you only need the system for a short time, it may be difficult to get your money back and would be beneficial to consider other options.

When calling medical alert providers, ask about all upfront costs and be prudent of any hidden equipment fees, activation fees, shipping fees, or security deposits. Carefully read any contracts or service agreements so that you will know about any cancellation fees or special clauses. Ask what would happen if you needed to cancel the service abruptly.



A short list of medical alert systems has been listed for your convenience. Please do not limit yourself to the providers listed here. Take the time to call different providers so that you can find the right service for your particular needs.

Bay Alarm Medical

Phone: 1-877-522-9633

Website: www.bayalarmmedical.com

Cellular Medical Alert Systems

This is an internet link that can offer some information about medical alert systems that work through cellular phones. Individuals must verify this information independently and evaluate what would work best for their situation.

Website: <https://www.theseniorlist.com/medical-alert-systems/best/cellular/>

GreatCall Lively Mobile

Phone: 1-866-860-7826

Website: www.greatcall.com

Guardian Alert 911

Phone: 1-800-953-5211, ext. 2

Website: <https://www.guardianalert-911.com/>

Help Personal Response Systems

Phone: 1-866-672-4852

Website: <https://helpforyou.com/>

Help Personal Response System Local Number at Piedmont Home Care: (336) 248-8212

Life Alert

Phone: 1-800-360-0329

Website: www.lifealert.com

LifeStation

Phone: 1-855-701-0968

Website: <https://www.lifestation.com/>

Medical Alert

Phone: 1-800-800-2537

Website: www.medicalalert.com

Medical Guardian

Phone: 1-800-668-9200

Website: www.medicalguardian.com

Mobile Help

Phone: 1-800-764-2091

Website: www.mobilehelp.com

Philips Lifeline

Phone: 1-800-566-6218

Philips Lifeline Local Number at Forsyth Hospital: (336) 718-5746

Website: <https://www.lifeline.philips.com/>

Rescue Alert

Phone: 1-800-688-9576

Website: www.rescuealert.com

Walgreens Ready Response Medical Alert System

Phone: (877) 642-5646

-24 hour monitoring by central office

-Monthly monitoring fee

-No installation fees; no long-term contract

For more information contact our Resource and Benefits Specialist at (336) 242-2290. *Davidson County Senior Services does not make recommendations for or endorse the companies / devices listed above; nor does it accept any liability that may result in connection to device. This list is for information purposes only; please do not limit yourself to what is provided within this document. cs(03/2020)