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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.

Alert1

1-866-581-9506

www.alert-1.com

Landline or AT&T or Verizon network

In-home and on the go.

All plans come with a help button that is worn around your neck or wrist.

Multilingual operators, Multiple plans and pricing options

Monthly fees; contract not required, no activation or equipment fees.

Monitoring Center: TMA Five Diamond Certification

Aloe Care Health

1-888-256-3227

www.getaloe care.com

Landline or cell signal AT&T LTE network.

In-home and on-the-go systems. Has Caregiver App.

Three different plans: Essentials, Essentials Plus, Total Care

One-time equipment fee & monthly fee; no activation fee, contract not required

Uses button worn around wrist or neck

Monitoring Center: TMA Five Diamond Certification

Bay Alarm Medical

Phone: 1-877-522-9633

Website: www.bayalarmmedical.com

Connects via Landline or cellular via AT&T cell service

In-Home and mobile devices. Mobile devices include SOS Smartwatch, On the Go Help

Button, Split Second In-Car Alert

Costs include monthly fees and cost of devices; no activation fee; contract not required.

Monitoring center certified by TMA Five Diamond, UL-listed

Lively Mobile (Used to be Great Call)

Phone: 1-866-359-5606

Website: www.greatcall.com

Network provider for cellular or mobile service-Verizon.

Activation fee, monthly cellular service cost; cost for mobile tracking option and fall detection option; contract not required.

Monitoring Center certified by International Academies of Emergency Dispatch.

Get Safe

www.getsafe.com

Landline or cell signal via AT&T cell service.

Voice activated emergency monitoring-wall buttons placed throughout the home or wearable pendant. Automatic fall detection.

One-time equipment fee plus monthly fee; no activation fee, contract not required

Monitoring center: TMA Five Diamond Certification, UL-listed.

Guardian Alert 911

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

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

Two-way communication device includes a base station that plugs into the phone jack, a pendant, lanyard, belt clip and AAA battery. Immediate access to 911, one button safety protection

Equipment purchase, no monthly charges, contract not required,

Help Personal Response Systems

Phone: 1-866-672-4852 Central Office

Information: 1-864-280-2801

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

No contract required, no activation fees.

QMedic

1-877-241-2244

www.Qmedichealth.com

Landline, cell signal or 4G network AT&T (In-home cellular and mobile) or Verizon (mobile GPS unit)

In-home and on-the-go.

Compliance monitoring, custom alerts, reports for caregivers, activity and sleep patterns.

Annual fee, no activation or equipment fee. No contract required other than prepaid plan.

Monitoring Center: UL and TMA certified

Life Alert

Phone: 1-800-360-0329

Website: www.lifedialert.com

Network provider for cellular or mobile service: AT&T

Monthly cost for in home landline or cellular service, monthly cost for mobile GPS tracking option, activation fee depending on the plan; contract required.

Monitoring Center certified by UL, TMA, Five Diamond Certified Monitoring Center.

LifeFone

www.lifefone.com

Landline or cell signal via Verizon or AT&T cell service

In-home and on-the-go.

Special features: Wearable wrist button, mobile alert app for individuals, family guard app for loved ones, fire, smoke and carbon monoxide monitoring, medication alerts. Extra monthly fee for fall detection.

Monthly fee; no activation fee, no equipment fee, contract not required.

Monitoring center certifications unknown but endorsed by Harvard Medical School, TrustPilot and the Better Business Bureau.

LifeStation

Phone: 1-855-701-0968

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

Landline or cell service via AT&T cell service.

In-home and on the go.

Monthly fee plus optional fall detection fee; no equipment fee, no activation fee, contract not required.

Monitoring center: TMA Five Diamond Certification, UL-listed

Medical Alert

Phone: 1-800-800-2537

Website: www.medicalalert.com

Network provider for cellular or mobile service: AT&T

Monthly cost for in-home landline service, in-home cellular service, mobile GPS tracking option, optional fall detection. No equipment fee, no activation fee, contract not required.

Monitoring center certified by TMA Five Diamond Certification, UL-listed.

Medical Guardian

Phone: 1-800-668-9200

Website: www.medicalguardian.com

Network provider for cellular or mobile service: AT&T

Monthly cost for in-home landline, in-home cellular service, mobile GPS tracking option, fall detection. No contract, no activation fee, no equipment fee (with the exception of a one-time fee for the the Mini Guardian)

Monitoring center certified by UL, TMA, Five Diamond, Electronic Security Association, FMG.

Mobile Help

Phone: 1-800-764-2091

Website: www.mobilehelp.com

Network provider for cellular or mobile service: AT&T

Monthly cost for in-home landline service, in-home cellular service, mobile GPS tracking option, fall detection option. No activation fee or contract.

Monitoring center certified by UL, Security Industry Association Certification.

Philips Lifeline

Phone: 1-800-566-6218

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

Network provider for cellular or mobile service: AT&T

Monthly cost for in home landline service, in-home cellular service, mobile GPS tracking option, fall detection-dependending on the plan, activation fee depending on the plan. No contract.

Monitoring center certified by UL.

Rescue Alert

Phone: 1-800-688-9576

Website: www.rescuealert.com

Landline or AT&T cellular service to connect to the monitoring center. Also offers portable device-Rescue Alert GPS.

Monthly, quarterly or annual monitoring service fees

No long-term contracts required. No device, activation or installation fees.

Operates its own ETL certified monitoring centers located in Utah.

Walgreens Ready Response Medical Alert System

Phone: (877) 642-5646

Landline or AT&T cellular service to connect to monitoring center

In-home and on-the-go

Monthly monitoring fee

No installation fees; no long-term contract

24-hour monitoring by central office (Connect America is monitoring company)

Can't be purchased at Walgreens Stores.

Other Options:

Fall Call-Designed to work with Apple Watch

www.fallcall.com

Unaliwear- Kanega Watch-Smart Fall Detection Watch

1-888-343-1513

www.unaliwear.com

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. (2021)