

## Connect America | Priority Medicare benefit brief

**Short description** Personal emergency response system (PERS)

**Vendor** Connect America®

**Summary** Connect America provides 24/7 connection for members to family, caregivers, emergency services or their caring center team. Through their PERS device, members can:

- Connect to a real person who can call a relative, caregiver, doctor, emergency services and more
- Access Social Care Advisors who can connect members to community resources and services, utilities, food delivery and mental health, or address safety concerns, advocacy needs and more
- Have 24/7 access to urgent response agents trained in emergency and non-emergency situations
- Receive real-time assistance to schedule doctor appointments or refill prescriptions
- Utilize social isolation support

Connect America can also assist in triaging calls to help prevent unnecessary emergency room visits, hospitalizations, frequent physician office visits and premature institutionalization.

**Where services may be performed** Members will receive their PERS device and can use them in-home or wear them on-the-go. If alerted, the Connect America team will connect the member to the appropriate emergency response team or conduct social support over the phone.

**Authorization required?** PriorityMedicare members who don't have the D-SNP plan must be identified by our care management team as eligible for this benefit. However, D-SNP members are automatically eligible.

**Coverage criteria** All D-SNP members are automatically eligible for a PERS device. Individual MAPD members must participate in Care Management and meet set criteria.

**Accessing  
and using  
the benefit**

D-SNP members will work with their Priority Health care manager to access this benefit (all D-SNP members qualify). MAPD members will be identified via claims for being at risk of falling and then must be assessed by the Priority Health Medicare Care Management team to determine eligibility.