

# Keeping you safe, secure, and connected to care

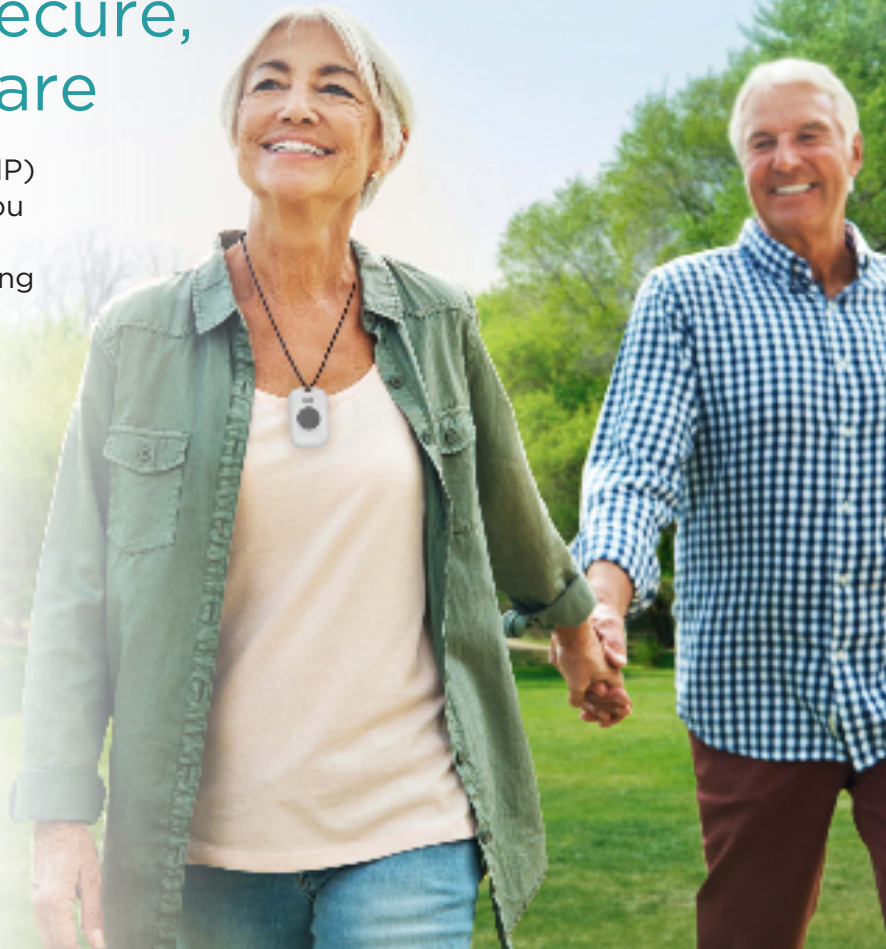
BCBSAZ Health Choice Pathway (HMO D-SNP) and Connect America are pleased to offer you the nation's leading mobile Personal Emergency Response Services (PERS) keeping you safe, secure, and connected to care.

## What is mobile PERS?

Mobile PERS allow you to easily access any type of help 24/7, 365 days a year whether you are at home or on the go.

## What's included?

A lightweight, discrete wearable device (i.e., neck pendant) that triggers a call to our Concierge Call Center when the help button is pressed. Our operators assess the nature of your call and coordinate appropriate assistance, including immediate dispatch in an emergency.



Connect America's PERS solution includes:

- Lightweight wearable device (neck pendant)
- Charging cradle
- Connect Notify mobile app for members, their families, and caregivers

## Features of our wearable:

- Advanced fall detection technology
- GPS location technology
- Built-in speaker for clear, two-way communications
- Water resistant
- Long-life rechargeable battery
- Operates over cellular network - does not require mobile subscription or landline service

To get started, call 1-800-979-9238, TTY: 711, 8 a.m. to 5 p.m., Monday through Friday.

## Who benefits from PERS?

This service is perfect for seniors who lead an active lifestyle or for those managing chronic conditions who need easy, reliable access to help.

## What is the cost?

There is no additional cost as this benefit is included in your health plan.



## How It Works

1

Request help  
or support

As soon as you press the button on your wearable or a fall is detected, you are instantly connected to our Concierge Call Center.

2

Connect with  
an operator

One of our trained operators views your profile, speaks with you through the device to assess your situation, and gets you the help you need right away.

3

Help is on  
the way

In an emergency, local dispatch is summoned immediately. For non-emergent needs, our operators connect you with the appropriate services or benefits provided by your health plan.

Call our Member Support Team at 1-800-979-9238, TTY: 711, 8 a.m. to 5 p.m., Monday through Friday to get started or to answer any question you have.



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Health  
Choice

ConnectAmerica

HOW HEALTH AND HOME CONNECT.

[www.connectamerica.com](http://www.connectamerica.com)

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