



Blue Shield of California Medicare Supplement and Medicare Advantage Prescription Drug Plan (IMAPD and GMAPD)
2025 LifeStation® Personal Emergency Response System
Frequently Asked Questions
October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT CANNOT BE GIVEN TO EITHER PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

A Personal Emergency Response System (PERS) through LifeStation® will be available to members enrolled in the following plans in the counties listed below:

- Medicare Supplement Plan F Extra – statewide
- Individual Medicare Advantage Prescription Drug Plans (IMAPD):
 - Blue Shield 65 Plus (HMO) – Los Angeles/Orange counties
 - Blue Shield 65 Plus (HMO) – San Diego County
 - Blue Shield 65 Plus Choice Plan (HMO) – San Bernardino/Riverside counties
 - Blue Shield Inspire (HMO) – Los Angeles/Orange counties
 - Blue Shield TotalDual Plan (HMO D-SNP) – Los Angeles/San Diego counties
 - Blue Shield TotalDual Plan (HMO D-SNP) – Orange/San Bernardino counties (closed to new enrollment; existing members only)
 - Blue Shield Inspire (HMO D-SNP) – San Joaquin/Stanislaus/Merced counties (closed to new enrollment; existing members only)
- Group Medicare Advantage Prescription Drug Plans (GMAPD):
 - Blue Shield Medicare (PPO) – varies by employer group; refer to group's Evidence of Coverage

1. What is a Personal Emergency Response System? What is LifeStation?

A Personal Emergency Response Systems (PERS) provides 24/7 access to help at the touch of a button in an emergency (such as a fall, stroke, or heart attack). When a member presses the emergency button, they will be connected to LifeStation, Blue Shield of California's PERS vendor. A LifeStation Care Specialist will then assess the situation with the member and, if necessary, contact emergency services and/or the member's loved one.

Each eligible member will receive equipment for one personal emergency response system (either a base station and pendant or a mobile device) that best fits the member's needs and lifestyle and monthly monitoring services from LifeStation.

The base station and pendant will allow the member to use the PERS device while at home. The mobile device enables the member to use the PERS device both in and outside of the home. The devices communicate using the AT&T 4G LTE network. The user does not need to have a cellular plan as the connection is provided by LifeStation.

2. How does the Fall Detection feature work? How can a member have it added?

Fall detection is available with PERS with either the base station/pendant or mobile device. The PERS device utilizes a sophisticated algorithm that takes into account both acceleration and barometric signals to detect an emergency, without the push of a button. Upon detecting a fall, the PERS device promptly establishes a connection to LifeStation's round-the-clock emergency call center to aid the member who has fallen.

The fall detection feature is an optional add-on available to both current and newly eligible members. Members who already have a PERS can contact LifeStation at (855) 672-3269 (TTY: 711) and request it. Members obtaining PERS for the first time have the option to choose to have fall detection added in their initial call with LifeStation.

3. What is the cost to members?

There is a \$0 copay for one PERS device, fall detection feature and monthly monitoring service provided by LifeStation for eligible members enrolled in plans offering the PERS benefit.

4. How do members get access to the PERS benefit?

As of their effective date of coverage with Blue Shield, members can call LifeStation at (855) 672-3269 (TTY: 711) to speak with a LifeStation care specialist to access services (there is no waiting period). The care specialist will verify eligibility and help determine what equipment will best suit the members' needs. The equipment will be shipped directly to the member (or to a person designated by the member). For information on the PERS benefit for Blue Shield Medicare Advantage and Medicare Supplement plan members, visit www.blueshieldca.com/PERS

5. Does the member need a referral/authorization to access the PERS benefit?

No referral or authorization is required. Members can call LifeStation and speak with a care specialist if they are interested in PERS equipment.

6. What information does a member need to provide when calling LifeStation to access the benefit?

Members will need to provide their Member ID, name, address, date of birth, phone number, and email address on the website or to the LifeStation Care Specialist to confirm eligibility as a member of one of the plans which offers the LifeStation benefit. In addition, LifeStation will ask members to provide information regarding friends/neighbors/family members for their contacts list who have a key to the member's home and may be able to meet responders to open their door. LifeStation will set up a personalized emergency action plan with information such as member's address, best route to their home, medical/emergency response agencies, and their contacts list.

7. How does the member receive the LifeStation equipment and what is the setup process?

The member and the LifeStation Care Specialist will identify the equipment that best meets the member's needs. The equipment will be sent directly to the member or to a person the member designates. Instructions will be provided with the equipment to walk through the setup in the member's home. If they have any questions while setting up the system, members can call LifeStation at (800) 998-2400 for assistance. The phone number is also listed on their device.

8. Can two members residing at the same address get LifeStation?

Yes, if each member is enrolled in an eligible plan, both members can get LifeStation. For the in-home devices, there will be one base station, and each member will receive a separate pendant. For the mobile device, each member will receive a separate mobile device.

9. What happens if a member who was sharing a LifeStation base station with another member moves to another residence?

If one of the members moves to a different residence and remains in an eligible plan, that member will need to return the additional pendant and order a new system for the new residence.

10. What number should members call if they have technical difficulties with their LifeStation system?

Members should call the phone number listed on their device regarding any issues with their equipment (i.e., faulty equipment, battery replacement).

11. How will emergency personnel gain access to the member's home?

If LifeStation needs to contact medical or emergency personnel, they will also attempt to contact the member's friends/neighbors/family members on their provided contact list who have a key to the member's home and may be able to meet responders and open the member's door. LifeStation will have a personalized emergency action plan with information such as the member's address, best route to their home, medical/emergency response agencies, and their contacts list.

12. What happens to the LifeStation equipment when a member disenrolls from Blue Shield?

When members disenroll, they still have an opportunity to continue their emergency alert service privately, independent from their existing plan, by providing their own payment information to LifeStation. When members choose to discontinue service, they have a 30-day grace period to return their equipment to LifeStation. Although we encourage members to keep the box the device is shipped in for easy access to ship back, any box which fits the equipment will suffice. Thirty days after the member discontinues the service, LifeStation will stop monitoring the member's device and will no longer receive any signals from the unit.

13. What happens to the LifeStation equipment if a member moves to another residence (within the service area of the plans listed above)?

The LifeStation equipment is portable and can be taken with members if they move to another residence. Members should notify LifeStation of address changes so that necessary updates can be made to the emergency response plan.

14. Does the LifeStation system work if the member is traveling outside the plan service area, but within the United States?

The LifeStation mobile device will work if the member is outside their home or traveling outside the plan service area but within the United States. The in-home device (base station) will only work inside of the home. The LifeStation care specialist will help members determine what system equipment will best suit their needs.

15. Does the LifeStation system work if the member is traveling outside the United States?

No, the LifeStation mobile device will only work within the United States.

16. What if the LifeStation equipment needs to be replaced? What if the equipment is stolen or damaged due to a disaster? How will it be replaced?

If a member misplaces or damages the LifeStation equipment and wishes to obtain a replacement, the member will be responsible for a replacement fee of \$150.

Members also have an opportunity to purchase a product warranty plan directly from LifeStation at the time they initially sign up for a PERS device. This provides additional coverage in the event a device is lost, damaged, or stolen.

17. What happens if a member changes from one Blue Shield of California plan to another Blue Shield of California plan (with both plans covering the PERS benefit)? Does the member keep the equipment?

Members who maintain eligibility in a Blue Shield of California plan that includes the PERS benefit can keep their emergency alert service and equipment.

18. What happens if a member wants to add additional features which are available through LifeStation but are not covered by Blue Shield of California?

Additional services are not covered by Blue Shield of California, and the member will be responsible for all costs associated with any additional services not covered by their Blue Shield plan.

Note: Additional services will not be discussed or offered by Blue Shield of California or LifeStation in connection with the member's plan benefits. Members who inquire about these services must be told that they are not covered by their plan.

19. Can the LifeStation equipment be mailed to a P.O. Box?

Yes, the LifeStation equipment can be mailed to a P.O. Box.

20. Can members pick up their LifeStation equipment locally?

No. All equipment is shipped directly to the member (or to a person the member designates).

21. How can members' caregivers stay connected with the PERS?

- Caregivers can download the "Amazon Alexa" app, search for LifeStation, and use your voice to get updates on your loved ones.
- Caregivers can add their mobile number to their loved one's LifeStation account. Text "Find [name of member]" to 855-999-3224, and a map showing the member's location will be sent.

22. Effective January 1, 2025, members enrolled in the 2024 Blue Shield Enhanced (HMO) plan in Los Angeles and Orange counties will be moved (crosswalked) to the Blue Shield Inspire (HMO) plan in Los Angeles and Orange counties. What does a member do with their PERS equipment?

See the response to question #17 above.