



Application for Lifeline

2010

1. This application is for Union Co., NC, residents only. Contact Lifeline Corp. Sales Dept: 1-800-451-0525 for programs in other areas.
2. Active analog (land line) phone service is required (ie.,Verizon, Windstream,etc.); Digital phone service thru TimeWarner/Vonage is not supported by our Lifeline Program, nor is cellular phone service.
3. Complete the application in its entirety. Failure to do so may delay installation and the onset of the service.
4. Please allow 7-14 days for us to contact you regarding installation once you return the application unless otherwise specified.
5. Note that health insurance does not pay for this service.
6. As of January 2008, our fees include a one-time \$50.00 enrollment fee; a monthly \$30.00 service fee per subscriber*(*subject to change*).

Please return your completed application to:

Union EMS – Lifeline Service

PO Box 633

Monroe, NC 28111

Fax: 704-226-2000 – Phone: 704-226-2001 ext 221

Who referred you to us? _____

(↓Circle One↓)

Name of Applicant: Mr / Ms / Mrs _____

Applicant's Preferred Name to be called: _____

Applicant's Home Telephone#: (704) _____

Applicant's Physical Address: _____ Apt# _____

City: _____ State: _____ Zip: _____

Mailing Address if different than above: _____

City: _____ State: _____ Zip: _____

IMPORTANT: Directions to applicant's home: _____

- Outdoor Hidden Key Location: _____ (confidential)
- Applicant's Date of Birth: _____ / _____ / _____
- Does applicant live alone? Yes – No (Circle One)
- Briefly describe why Lifeline is needed: _____
- Describe applicant's medical history (ie., heart attack, stroke, hearing/vision impairment, diabetes, fall risk, drug allergies, etc.): _____

- What company provides telephone service at the location where Lifeline will be installed? _____
- Do you live in a community with PBX phone equipment? (ie, #9 required to obtain outside line) Yes - No (Circle One)
- Is an electrical outlet located within 6-feet of the telephone jack? Yes - No (Circle One)
- Would the applicant understand the necessity of using the equip. only in emergency situations? Yes - No (Circle One)
- Would the applicant be able to cooperate in testing the equip on a monthly basis by pressing their PHB? Yes - No (Circle One)
- Is the applicant financially able to pay (personally or thru 3rd-party) a monthly svc fee of appx \$30.00? Yes (required to proceed)
- Applicant and/or Guarantor understands that by proceeding with a Lifeline subscription and installation, cleanliness of the Lifeline base unit, cords, and PHB, and protection from contaminants become the responsibility of the subscriber. Destruction of said property by bug infestation, liquid spills, fire, theft, etc., while on loan to the subscriber may result in action to collect the replacement value of the Lifeline equip: Yes (required to proceed)
- Subscriber understands the replacement cost of a PHB (Personal Help Button) related to loss/damage is \$100.00 Yes (required to proceed)
- Applicant and/or Guarantor understands it is the responsibility of the subscriber to have the Lifeline unit, cords and PHB returned to Union EMS, 1403 Dove Street, Monroe, NC 28112, before the service can be cancelled and before billing can be discontinued: Yes (required to proceed)

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Payor

If a third-party is to pay the monthly fee, please specify: (Please provide Apartment# if applicable)

Mr/Mrs/Ms? First Name/Last Name: _____
Mailing address: _____ Apt# _____ City: _____ St _____ Zip _____
Home Phone: _____ Work Phone: _____ Cell: _____
Name of Employer: _____ City where employed: _____
Last 4 digits SSNO: _____ DOB: _____ Relation: _____

SIGNATURE of party accepting responsibility: _____

NOTE: Should the 3rd party guarantor fail to keep the account paid up to date, we will hold the subscriber financially responsible.

Installation Scheduling

If someone other than the applicant is to be contacted to make installation arrangements, please specify:

Mr / Mrs / Ms? First Name / Last Name: _____ Relation: _____
Daytime Phone Number(s): 1. _____ 2. _____

Personal Responders

- **At least one personal responder is required** (Someone who can respond to subscriber's home within a 15-20 minute time period when assistance is needed)
- Please provide the **order** in which each phone number for each responder is to be called in the event assistance is needed
- Please note: If a signal for help is received by Lifeline's response center but the subscriber is **unable** to communicate with personnel to describe their situation, Lifeline's policy is to exhaust every effort to reach a personal responder by calling each phone number for each personal responder before calling 911 for emergency assistance. With this in mind, choose personal responders and phone numbers with care to meet the applicant's particular situation and need.
- **IMPORTANT:** Personal responder(s) cannot use the same home phone# as applicant/subscriber

REQUIRED: Responder #1

First/Last Name: _____

Mr / Mrs / Ms ?

Relation: _____ **Keyholder?** _____

Priority order of phone numbers

#1 _____ (home/cell/work)?

#2 _____ (home/cell/work)?

#3 _____ (home/cell/work)?

Notify if 911 called? Yes - No

Optional but preferred: Responder #2

First/Last Name: _____

Mr / Mrs / Ms ?

Relation: _____ **Keyholder?** _____

Priority order of phone numbers

#1 _____ (home/cell/work)?

#2 _____ (home/cell/work)?

#3 _____ (home/cell/work)?

Notify if 911 called? Yes - No

Optional: Responder #3

First/Last Name: _____

Mr / Mrs / Ms ?

Relation: _____ **Keyholder?** _____

Priority order of phone numbers

#1 _____ (home/cell/work)?

#2 _____ (home/cell/work)?

#3 _____ (home/cell/work)?

Notify if 911 called? Yes - No

Optional: Responder #4

First/Last Name: _____

Mr / Mrs / Ms ?

Relation: _____ **Keyholder?** _____

Priority order of phone numbers

#1 _____ (home/cell/work)?

#2 _____ (home/cell/work)?

#3 _____ (home/cell/work)?

Notify if 911 called? Yes - No

Optional: Individuals who cannot serve as responder, most likely live out of town, to be called in the event of emergency assistance:

Title/First/Last Name: _____

Phone(s): _____

Relationship: _____

Title/First/Last Name: _____

Phone(s): _____

Relationship: _____

Optional Additions to Basic Service:

Multiple Subscriber Household: (Contact UEMS 704-226-2001 ext 221 to obtain separate application for this service). Feature allows one additional person living in same household to subscribe to Lifeline and have their own PHB for an additional \$10.00/month,

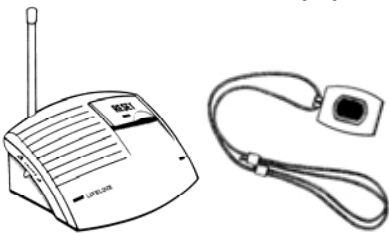
Combo Timex Watch-PHB: (Purchase only: \$100.00 & not returnable) Choice of expandable two-tone metal or black leatherette band. Large, easy to read numbers on watch face. Yours to keep after Lifeline service is no longer needed.



Union EMS – Lifeline Service
PO Box 633
Monroe, NC 28111
Phone: 704-226-2001 ext 221
Fax: 704-226-2000

Commonly Asked Questions:

- 1. *Is a contract required for a specified period of time?*** No contracts are required. You are able to keep the equipment & service in place as long or as little time as you need-it provided that service fees are paid on time. We reserve the right to deactivate the service without notice if the account goes into arrears.
- 2. *Why do I have to have land-line phone service?*** In the event of a power outage in the home for any reason, your land-line phone service will remain active, keeping your Lifeline service intact, as land-line phone service does not depend on electrical power or internet connection to operate. Your Lifeline unit has a battery-powered back-up that remains charged for approximately 24-hours when the power is out in the home. However, if you have digital phone service (such as TimeWarner or Vonage), your Lifeline cannot transmit a signal for help if the connectivity is disabled, intermittent or otherwise unreliable.
- 3. *What is a PBX Phone System?***
Many retirement communities as well as businesses use phone systems that require a prefix number to be dialed (commonly #9) to obtain an “outside” line or dial tone. If you live in a community with this type of phone system, Lifeline will need to program your base unit to automatically accommodate this prefix# for an outside line prior to placing the call into the Lifeline Response Center (see more on the Response Center below).
- 4. *What does the equipment look like?***



Base Unit Communicator & Personal Help Button (PHB) on a Neck Cord – Wrist Straps are Available upon Request

- 5. *How long does it take to get an installation?*** Once we receive the completed application back in our office, we ask that you give us 7-14 days to arrange for an installation, however, we cannot guarantee a specific period of time for equipment installation in our program. Our installers are volunteers who work full-time as paramedics with Union EMS & schedule these on their days off at a mutually convenient time for the subscriber and installer. Please allow up to an hour for the installation appointment.
- 6. *What if I need my service sooner?*** Lifeline’s Corporate Division provides service within 24-hours of enrollment. Please contact their sales department at 1-800-451-0525. Their terms, requirements, and fees may vary from those of other programs.
- 7. *Are there other companies who provide the same type of service?***
Yes. In fact, there are several programs in Union County that provide the brand-name “Lifeline” home alert services and equipment. The Red Cross has a program that is operated through Lifeline’s Corporate Div., Philips-Lifeline Corporation has their own program here, and there is at least one private vendor located in Georgia who operates a program in Union Co. ADT and other home security companies offer their brand of home medical alert services as part of the home security package. You may have also heard of Life Alert, Life Station, Life Response USA, etc.

8. **What is the set-up/enrollment fee?** This charge is a one-time enrollment fee and is not specifically related to installation time/labor.
9. **What are the billing arrangements?** We ask that you prepay the initial \$50.00 by check or money order when the application is submitted. Monthly service fees are billed at the first of each month. These charges cover the service period from the first day of the billing month to the last day of the month.
10. **Is bank drafting available for automatic payments?** At this time, we are unable to offer bank drafting. We accept checks & money orders through the mail as well as at our EMS office location. Cash and credit/debit card payments can be made at CMC-Union's Cashier's Desk. Some subscribers make advance payments for several months at one time and others use a bill-pay service offered thru their bank.
11. **Will insurance cover the cost of my service fees?** No health insurance policies cover medical alert services at this time that we are aware of. Some Long-Term Care Insurance policies cover medical alert services, so if you have this type of coverage, please be sure to check your policy or check with your insurance agent for any available benefits. We will be happy to provide billing documentation to you upon request to file your claims for reimbursement; however, our payment terms remain payable-in-full within 30-days and remain the responsibility of the subscriber or guarantor regardless of any insurance coverage you may have. However, Medicaid has a provision for medical alert services via CAP, Community Alternatives Program, for qualified disabled participants and a CAP Case Worker at the Dept. of Social Services (DSS) will be able to answer your questions further about qualification requirements. If you are or become eligible for CAP, your case manager will arrange for medical alert services through another provider.
12. **What is the reception range for the PHB signal?** Our installers should perform a range test during your installation appointment to determine exactly how far away the signal can be detected on your property, however, most signals have a range of approximately 800 feet away from the base unit. It is important to keep the PHB on at all times so that if a fall or accident occurs outside the home while in the garden, walking to the mailbox, or getting in & out of the car, you can send a call for help. The PHB is waterproof & is usable in the shower as well. However, the service is not accessible away from home while shopping, etc.
13. **When a subscriber presses their PHB for help, who responds and where are they located?** Lifeline's 24-hr Response Center personnel are thoroughly trained before being placed in the position to interact with subscribers over the phone or base communicator unit. The Response Center is located in Massachusetts, where the Corporate Offices with Lifeline are based. However, emergency personnel such as police, ambulance, or fire who respond to subscribers in our program are located in Union County.
14. **What happens after the PHB is pressed to call for help?** Lifeline's 24-hour response center personnel will attempt to speak to the subscriber through the base unit, which operates as a speaker phone. If they are able to make contact and communicate with the subscriber, they will ask questions to assess the need & determine if personal contacts need to be called (see page two of your application to designate who your personal contacts will be) or if Emergency Services needs to be called (via 911) in our county. If they are unable to communicate with the subscriber, they will call each personal responder's phone numbers on file until someone is reached who can go to the subscriber's home, however, if no contact is made with a personal responder, Lifeline will call 911 in Union County. Please note that if the applicant has a history or current condition that would warrant 911 be called immediately if no contact can be made over the speaker phone, limit the number of personal contacts and/or phone numbers for the personal contacts to those that would be most likely to be available. This will prevent any unnecessary delays in 911 being called for someone at a higher risk of needing emergency services (life saving measures and/or transport by EMS).
15. **What is meant by "notify" or "notify only"?** Those designated on the application as a "notify" (under personal contacts) would be called by Lifeline's Response Center if the subscriber has an emergency situation needing 911 services.
16. **I don't want to bother the people I know by listing personal contacts (personal responders), can't I just rely on 911 for the help I may need in the future?** To ensure that our program complies with proper use of 911 services, we must have names and phone numbers for friends, relatives, neighbors, clergy, etc., who would be willing to help you within a reasonable period of time if at some point you need assistance in the home but do not actually require emergency response such as from the police, ambulance, or fire departments. Not only does Lifeline's service put you in touch with those who care about you when you need their help, but it also allows emergency life support or transport services to remain available to citizens who need specialized care or life support in emergency situations.
17. **What if I need to change my personal contacts at some point in the future or their phone numbers change?** Call our EMS office 704-226-2001 ext 221 Monday-Friday 8am-3pm and we can assist you with this locally; however, if you need to make changes after-hours, press the PHB or the "help" button on the side of the base unit & Lifeline's response personnel can assist you with this as well. You can even re-order the names of your subscribers depending on who you'd like to have called first, second, third, etc.

- 18. Why should the subscriber make arrangements for others to have a key to their home?** In the case the subscriber needs help but is unable to ambulate to the door if it is locked when help arrives, it is advisable to make prior arrangements for contacts and/or emergency personnel to have access to the home without having to break a window or door for entry. It is recommended that at least one of your personal contacts have a key and that you decide on a location outside the perimeter of the home where a key can be safely hidden for future use. This information will be noted on your Lifeline account to be disclosed as needed to the appropriate responder(s). Please note that if forced entry is necessary, police will be called for assistance.
- 19. What if the subscriber changes phone numbers or home location?** If the subscriber is not moving but just changing phone numbers and the phone service continues to be an analog (landline) service, Lifeline Corporate will need to make the change in their system & our local EMS office will need to be notified as well. You can contact our local EMS office (see #10 above) to let us assist you with this, or you may contact Lifeline directly at 1-800-451-0525 & speak to a customer service representative if we are unavailable or if it is after-hours. If the subscriber is moving to another location in Union County, we will need to make phone number changes if necessary, address changes as well as update the directions to the home & any personal contact(s) that may need to be changed depending on your situation. *Please be sure to call in advance for further instructions if you are moving 704-226-2001 ext 221, 8:00am – 3:00pm.*
- 20. What is the snowbird service?** This is a feature offered to subscribers who live between two different residences at different times throughout the year. The subscriber's two addresses & directions to each location, the two phone numbers, separate personal contacts specific for each location, and emergency services' contact information for each area, etc., are set up in the Lifeline system & the subscriber is able to unplug the equipment to take with them to use where-ever they're residing as long as it is one of the two locations established on the account. The billing will continue to be generated from the home Program (such as with Union EMS) and the fee will remain the same regardless of which location the subscriber may be residing in at any given time. Keep in mind that second-home locations out of our immediate area in Union County will likely restrict our ability to provide service-calls should your equipment malfunction or need replacing. Each situation will be handled on an individual basis for trouble-shooting should problems arise.
- 21. What do you mean by "testing" my PHB each month?** To make sure the PHB & base unit "talk" to each other appropriately, the subscriber needs to conduct a test once each month that simply consists of pressing the PHB, waiting for the response center personnel to answer, and telling them you're testing for the month. If you make several attempts to test at a given time and do not receive a voice response, it could be your power cord or telephone cords need to be checked for a secure fit in the wall outlets and into the back of the base unit, if this does not resolve the issue, please notify Union EMS at 704-226-2001 ext 221.
- 22. Tell me more about the Timex Watch/PHB Combo:** This is a newer item that is optional and not standard with the basic service. It's a Timex watch available for pre-order & delivery; the watch doubles as a PHB (personal help button) & has large, easy to read numbers. Available w/choice of two-tone expandable metal band or black leatherette band. Prepaid cash purchase only & is not returnable, so it's yours to keep even when you no longer want or need the Lifeline service. The purchase price is currently \$100.00 as of January 2008, which is subject to increase based on any price increases from Lifeline Corporation in the future. Please call for additional information.
- 23. What is the optional inactivity alarm timer?** This is an extra service offered by Lifeline for an additional fee that would have the response center personnel call the subscriber once or twice a day at a set time to check-in with them. The time of day for each call to the subscriber is set when the Lifeline equipment is installed in the home, so if the installation takes place at 2:00pm in the afternoon, the subscriber would be called either at 2:00 pm and/or 2:00 am each day, depending on if a 12-hr or 24-hr service is chosen. This service requires pre-enrollment and can be beneficial for subscribers who do not have daily contact with friends or family members.
- 24. Can I have two base communicators in my home for upstairs & downstairs?** No. Unfortunately, multiple base units will not work "together" as a team. The base unit assigned to the subscriber will be placed in the most central location of the home or where-ever the subscriber spends most of their time while at home. If the PHB is pressed to call for help from another room, the signal to call for help can be detected whether or not the subscriber is able to communicate with the response center personnel through the speaker phone function of the base unit/communicator. If verbal communication cannot transpire between the subscriber and the Lifeline personnel, 911 in Union County will be called to respond to the home & any personal contacts established as "notifies" (on page 2 of your application) will be called & informed.

25. ***What if I am admitted to the hospital or a rehab center temporarily and am not home to use the service?*** The service remains active and billable to the subscriber as long as you are in possession of the equipment. Please see below for deactivation requirements.
26. ***What can I do to prevent accidental signals from occurring while I'm away from the house or on vacation?*** Lift up the "reset" button located on the top of the Base Unit. The word "away" should be displayed. Once you return home, push this reset button down again & be sure to test your PHB for signal reception.
27. ***What do I do if I have problems with the equipment or service – or if I lose my PHB?*** Please contact the office at Union EMS (704-226-2001 ext 221) for service or repair. Although most repairs to the base unit are covered under a limited warranty contract between CHS & Lifeline Corporation, loss, damage, or destruction of the equipment or its parts as a result of the subscriber's negligence while in the possession of the subscriber may not be covered within the terms of this warranty and could result in replacement charges being billed to the subscriber. We will replace your PHB at the time it is due to expire and will be notified by Lifeline's Corporate Office when the expiration date is approaching, however, the need to replace a PHB due to misplacing or losing it on the part of the subscriber will require advance payment of the replacement fee. As of December 2007, each PHB costs approximately \$100.00 and each base communicator unit costs approximately \$700.00 to purchase or replace, not including taxes and shipping costs. It is very important to treat the equipment with care to avoid unnecessary damage from occurring. Some of the most frequent types of damage that have occurred in the past have included bug infestation from roaches and other pests that destroy the wiring and/or internal mechanisms, as well as liquid spills. Any damage or loss of functioning due to unavoidable lightning strikes during a storm will be covered by our warranty contract, however, if you have had problems with lightning strikes at your home in the past, please use a surge protector with the power source for your Lifeline unit.
28. ***What do I do when I no longer need or want the service?*** Just unplug the power cord & telephone cord from the wall receptacles (you can leave the cords plugged into the back of the base unit) and place these items & the PHB in a bag or box to return to Union EMS' Base Location at 1403 Dove Street in Monroe, NC 28112. Please enclose a note reflecting the subscriber's name & the reason for cancellation. At the point this equipment is received in our office, we will be able to deactivate the service with Lifeline Corp. and discontinue billing. Our administrative office is open 8am-3pm Monday-Friday, but our clinical staff is usually present in the building 24-hours each day unless they are out responding to emergency calls.
- Note: Please be sure to keep any telephone equipment or cords that belong to the subscriber as we cannot guarantee that these will be stored in our facility for future recovery if returned with the Lifeline equipment.*

Please let us know if you have additional questions not answered in the application. We look forward to working with you!