

# Lifeline

A ConnectAmerica Company

# #1

Lifeline is the #1 medical alert service in the U.S. today<sup>1</sup>



With Lifeline in your plan of care, **you can have peace of mind** that help is always available at the press of a button.

## Lifeline Medical Alert Service

Advanced technology and fast access to help wherever and whenever<sup>2</sup> you need it



### Service to fit your needs

Options designed to work in and away from home, so you can get the help you need no matter where you are<sup>2</sup>



### Automatic fall detection technology

Our fall detection technology can automatically place a call for help, even if you're unable to press your button yourself<sup>3</sup>



### Personalized response plan

You decide who will be notified for help based on the necessity of the situation<sup>4</sup>

# 40+

years

of experience providing medical alert services

# 7.5

million+

people served<sup>5</sup>

# 24/7

365 days a year

trained care specialists available to answer calls

# How the **Lifeline** service works

1

## **24/7 assistance**

You're connected to a trained care specialist with the press of a button.

2

## **Hear a reassuring voice**

The care specialist will quickly access your personal profile and assess the situation.

3

## **Help from your chosen network**

The care specialist will dispatch the right kind of help from your preferred responders list<sup>5</sup> and will follow up to confirm that help has arrived.

4

## **Continue to receive optimal care, even at home**

Lifeline will alert your healthcare provider to any health-related incidents signaled through your Lifeline service<sup>6</sup> so they can help assist in your care.

**Please expect a call shortly to discuss your medical alert service**

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1. Claim based on the number of subscribers.
2. Coverage inside and outside the home is provided where wireless network coverage is available.
3. Automatic fall detection does not detect 100% of falls. If able, users should always push their button when they need help. Button signal range could vary due to differing environmental factors.
4. For automatic fall detection calls: in the case of a fall detected signal with no verbal response from the customer on multiple attempts, Lifeline may contact EMS for response.
5. Based on internal data.
6. Where available in your care plan.