

Connect America

Medical Alert Systems - Frequently Asked Questions

What is Connect America?

Connect America is the leading provider of medical alert systems in the U.S. with more than 900,000 active subscribers throughout the U.S. and Canada.

Will I speak to a live person when I call Connect America with questions?

Yes, Connect America has a dedicated team housed in the U.S. ready to assist with any questions in addition to its 24/7/365 monitoring team.

Is there a dedicated phone number and website for NYSUT members?

Yes, NYSUT members and their loved ones can learn more about the options available to them by calling toll-free **855-343-9737** or visiting

<https://www.connectamerica.com/nysut>.

What happens when I press the button on the device?

A trained Connect America response specialist will connect with you through the speaker on your device and assess the situation. They will then send the appropriate response based upon your needs – emergency services, a caregiver, family member, or neighbor.

Can the device be used for non-emergencies?

Yes, your Connect America device can be used for both emergency and non-emergency situations.

How much is the monthly cost for the service?

Plans start at \$17 per month (\$23 per month with fall detection) up to \$26 per month (\$32 per month with fall detection) depending on the device selected.

What type of discount do NYSUT members receive?

NYSUT members receive up to a 40% discount on the cost of the monthly service.

Is the discount built into the pricing indicated above?

Yes, the discount for NYSUT members is already built into the pricing shown.

Can family members or friends receive the discounted pricing?

Yes, this discounted pricing is available to all NYSUT members and their loved ones (family, friends, neighbors, etc.)

Are the devices included in the monthly cost?

Yes, the devices are included with the monthly cost of the service.

Are there any additional fees or costs?

No, there are no additional fees or taxes per month.

What if I need help with setting up the device?

The vast majority of participants are able to set up the device on their own; however, a Connect America tech is available to come out to your home to assist with set-up if needed.

Does the automatic fall detection option detect all falls?

No, the optional fall detection does not detect 100% of falls. You should always press your button if you are able to do so, but the automatic fall detection option is an added layer of protection for participants.

How do I charge the device? Can I charge it while I am away from my home?

The in-home devices do not need to be charged. The mobile devices can be charged while you are away from your home as long as you have access to an appropriate electrical outlet.

What is the range of the at-home device? Will it work outside in my garden?

The at-home devices offered by Connect America are designed to be used in the home, but some can send a signal when a participant is outside in the yard or out near the mailbox (depending on distance from the home).

Do I need a cell phone to use the at-home cellular option?

No, you do not need a cell phone for this option as the device itself includes a 4G cellular chip.

I live out of range of cell service; do I need satellite service?

A participant would need to have sufficient cell service to use the at-home cellular option or mobile buttons offered by Connect America.

How does your smartwatch compare to an Apple Watch?

The smartwatch offered by Connect America is a wrist worn device designed to get help quickly, whether that be police, fire, ambulance, or a caregiver/family member. The device also includes heartrate monitoring and a step track counter. This device is for mobile medical alert purposes while the Apple Watch is essentially a cell phone; the smartwatch offered by Connect America does not have features available on the Apple Watch such as calling, texting, etc.

I use T-Mobile; what is the best device to choose?

A participant's current cell phone provider does not matter as the at-home cellular and mobile help devices offered by Connect America include a built-in AT&T network chip.

Can I track the participant using the GPS feature to obtain their location?

No, this feature is used for the purpose of locating the participant when help is needed.

Are the devices water resistant and can they be worn in the shower?

Yes, the devices can and should be worn in the shower/tub.

Why should I choose a Connect America system compared to other systems?

Connect America is the nation's leading medical alert system provider with more than 900,000 active subscribers and over 50 years of experience. Connect America offers options for all types of needs, an average response time of 30 seconds, and discounted pricing up to 40% for NYSUT members and their loved ones.