



Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a CareSource

MEDICAL POLICY STATEMENT North Carolina Marketplace

Policy Name & Number	Date Effective
Personal Emergency Response Systems-NC MP-MM-1408	05/01/2024-03/31/2025
Policy Type	
MEDICAL	

Medical Policy Statement prepared by CareSource and its affiliates are derived from literature based on and supported by clinical guidelines, nationally recognized utilization and technology assessment guidelines, other medical management industry standards, and published MCO clinical policy guidelines. Medically necessary services include, but are not limited to, those health care services or supplies that are proper and necessary for the diagnosis or treatment of disease, illness, or injury and without which the patient can be expected to suffer prolonged, increased or new morbidity, impairment of function, dysfunction of a body organ or part, or significant pain and discomfort. These services meet the standards of good medical practice in the local area, are the lowest cost alternative, and are not provided mainly for the convenience of the member or provider. Medically necessary services also include those services defined in any Evidence of Coverage documents, Medical Policy Statements, Provider Manuals, Member Handbooks, and/or other policies and procedures.

Medical Policy Statements prepared by CareSource and its affiliates do not ensure an authorization or payment of services. Please refer to the plan contract (often referred to as the Evidence of Coverage) for the service(s) referenced in the Medical Policy Statement. If there is a conflict between the Medical Policy Statement and the plan contract (i.e., Evidence of Coverage), then the plan contract (i.e., Evidence of Coverage) will be the controlling document used to make the determination. According to the rules of Mental Health Parity Addiction Equity Act (MHPAEA), coverage for the diagnosis and treatment of a behavioral health disorder will not be subject to any limitations that are less favorable than the limitations that apply to medical conditions as covered under this policy.

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A. Subject**Personal Emergency Response System****B. Background**

Personal Emergency Response Systems (PERS) are devices with an integrated service that can secure help in the event of an emergency. Currently available PERS allow for communication between the user and responders with additional services and alarms incorporated into the device depending on the sophistication of the device. Trained personnel at a remote monitoring station respond to an individual's alarm signal via the individual's PERS equipment. PERS can provide safety, assist in medication adherence, and allow for independent living when part of the physician's prescribed plan of treatment.

C. Definitions

- **Personal Emergency Response System (PERS)** – Includes telecommunications equipment, a central monitoring station, and a medium for two-way, hands-free communication between the individual and the station. This does not include remote video monitoring of the individual in the home or systems that only connect to emergency service personnel.

D. Policy

- I. The use of a PERS in a member's home may be medically necessary when **ALL** of the following criteria are met:
 - A. Documentation by the member's provider of **ALL** of the following:
 1. specific clinical diagnoses and/or physical-functional limitations, which serve as an indication for a PERS
 2. how the PERS specifically will improve member safety and facilitate continued residence in the home setting
 - B. The member retains an appropriate cellular or landline phone system that will support the PERS device.
 - C. To be eligible for PERS service, the member is assessed by CareSource Case Management to be:
 1. frail and functionally impaired
 2. living alone or with another functionally impaired person
 3. willing to arrange for private line telephone service, if private line is not currently in place OR willing to sign a form saying that they have accepted a wireless cellular device as an alternative
 4. mentally and physically able to use the equipment appropriately

E. Conditions of Coverage

N/A

F. Related Policies/Rules

N/A

The MEDICAL Policy Statement detailed above has received due consideration as defined in the MEDICAL Policy Statement Policy and is approved.

G. Review/Revision History

DATE		ACTION
Date Issued	02/01/2023	New Policy
Date Revised	01/31/2024	Annual review: minor adjustment to background and definitions, and updated references. Approved at Committee.
Date Effective	05/01/2024	
Date Archived	03/31/2025	This Policy is no longer active and has been archived. Please note that there could be other Policies that may have some of the same rules incorporated and CareSource reserves the right to follow CMS/State/NCCI guidelines without a formal documented Policy.

H. References

1. A full guide to personal emergency response systems (PERS). Accessed January 16, 2024. [alwaysbestcare.com](https://www.alwaysbestcare.com)
2. Get the facts on falls prevention. National Council on Aging. March 13, 2023. Accessed January 16, 2024. www.ncoa.org
3. Golas SB, Nikola-Simons M, Palacholla R, et al. Predictive analytics and tailored interventions improve clinical outcomes in older adults: a randomized controlled trial. *NPJ Digit Med*. 2021;4(1):97. doi:10.1038/s41746-021-00463-y
4. Lachal F, Tchalla AE, Cardinaud N, et al. Effectiveness of light paths coupled with personal emergency response systems in preventing functional decline among the elderly. *SAGE Open Med*. 2016;4:1-8. doi:10.1177/2050312116665764
5. Okuboyejo S, Eyesan O. mHealth: using mobile technology to support healthcare. *Online J Public Health Inform*. 2014;5(3):233. doi:10.5210/ojphi.v5i3.4865
6. Stokke R. The personal emergency response system as a technology innovation in primary health care services: an integrative review. *J Med Internet Res*. 2016;18(7):e187. doi:10.2196/jmir.5727
7. Thorton K, Caprio Y. Community-based care. July 2018. Accessed January 16, 2024. www.geriatricscareonline.org

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