

Benefit Guideline: Reemo™ Personal Emergency Response System (PERS)

Service: Personal Emergency Response System (PERS)

Effective: 1/1/2020-12/31/2022

Products:

Medica DUAL Solution® - Minnesota Senior Health Options (MSHO)

Benefits Defined

Supplemental Personal Emergency Response System (PERS); Reemo Smartwatch.

Covered Services

This benefit is for up to 12 months of Reemo Smartwatch service per plan year for eligible members. Reemo Smartwatch services include the smartwatch device, member instruction, and monthly mobile PERS service. This benefit is limited to one Reemo Smartwatch service per plan year and members cannot be in receipt of a PERS service through a waiver.

Eligibility:

- MSHO members not currently on a waiver or eligible for waiver (Rate cell A).
- Members are **not** eligible for this benefit in the following circumstances:
 - Members requesting items beyond the allotted benefit.
 - Member is on the Elderly Waiver or any other waiver, such as the disability waiver managed by a county case manager.
 - Member is eligible to be on a waiver.

Process

- Service provider must be Reemo Health.
- Care Coordinator introduces the Reemo Smartwatch to the eligible member and obtains their verbal consent to order a Reemo Smartwatch.
- Conversation and consent documented in case notes.
- Care Coordinator submits a Referral Request to Medica listing the following information:
 - Service/Item Description-“Reemo Smartwatch S5162 and Monthly Charge S5161”
 - Provider name-“Reemo Health”
 - Units (hrs./days/weeks/months) “1x per month”
 - Start/End Date “date initiated through 12/31/2022”
 - Note in the comment section that this member is accessing the “**MSHO supplemental benefit-PERS service**”.
- Care Coordinators completes the Reemo Smartwatch order request form, once they have received confirmation of the authorization number which the care coordinator will receive via email from the Medica Support Specialist.
 - Care Coordinator will need to obtain at a minimum one Emergency Contact from member including name and phone number, email address optional for the form.

- Care Coordinator to email medica@reemohealth.com to submit orders/terminations and request technical support.
- Reemo will reply to Care Coordinator orders with instructions on access to Reemo web tools for monitoring member level data for your member(s).

NOTE: If for any reason the service needs to be terminated before the end of the plan year the CC must advise Reemo by the end of the month in which services are to be terminated.

- Device recovery: if the service is terminated and the CC is able to recover the device from the member please contact the Medica Clinical Liaison for further instructions.

When to Submit a Request for Benefit Exception

- This service is ineligible for BEI requests.

Considerations:

- Has the member had a change of condition to warrant a reassessment to determine if Nursing Facility level of care is met and whether it is appropriate for the member to be opened to the Elderly Waiver?
- Replacement device requests will be handled on a case by case basis in consultation with CCP operations.

This Medica Benefit Guideline for Care Coordination products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.

© 2022 Medica
All other trademarks are the property of their respective owners.