

REEMO SMARTWATCH

Referral Instructions for Care Coordinators



What is the Reemo Smartwatch?

The Reemo Smartwatch is an easy-to-use activity tracker plus Personal Emergency Response System (PERS) device. The watch displays the time and records the wearer's steps and heart rate. It also provides 24/7 emergency call-for-help and live support directly from the watch. Support service staff can dispatch an emergency responder or connect the senior with their emergency contacts & caregivers or the Blue Plus nurse line directly from the watch. No separate phone or internet connection is needed.

In addition, an online dashboard summarizes key health metrics, so the member, their family members/caregivers and care coordinators can easily see trends and outliers of the member's daily health and activity.

Members are limited to one Reemo Smartwatch per year.

Who is eligible to receive a Reemo Smartwatch?

Your SecureBlue (MSHO) members who live in the community (Rate Cells A and B) are eligible to receive a Reemo Smartwatch **at no charge**.

Care Coordinators should inform all eligible members that their benefits include the Reemo Smartwatch.

Why should members consider getting a Reemo Smartwatch?

The Reemo Smartwatch is a GPS (mobile) PERS that works both inside and outside of the home. Caregivers can view the member's current location by accessing the online dashboard on their phone or computer. Members and their caregivers will enjoy peace of mind knowing help is always by their side – anytime and anywhere.

Members should consider a Reemo Smartwatch if they:

- Have fallen in the past or are fearful of falling
- Want to stay connected with family members or caregivers to help support their independence
- Would like to monitor their heart rate levels
- Would like to use an activity tracker to help them set and reach their physical activity goals

Do members need a cellphone or internet access to use the Reemo Smartwatch?

No, the member does not need any phone or internet connection to use the Reemo Smartwatch. The device works using cellular data. The monthly data fee is included with the benefit and there is no charge to the member. The member must be in an area covered by Verizon Wireless for the Smartwatch to function.

What if my member already has a QMedic Home-Based PERS covered under Blue Plus supplemental benefits?

If the member prefers to use a GPS PERS, you may end the QMedic Home-Based PERS benefit and authorize the Reemo Smartwatch to replace it. To ensure the member has continuing access to PERS, please cancel the QMedic benefit the month following receipt of the Reemo Smartwatch.

To end the QMedic PERS benefit, contact QMedic at referrals@qmedichealth.com and fill out the "Request to end authorization" section of the Supplemental Benefits Request Form.

Referring your member is easy

To order a Reemo Smartwatch for your MSHO member, simply complete all fields on the Reemo Health Smartwatch Referral Form located on the [SecureBlue \(MSHO\) Supplemental Benefits page](#) and submit via secure email to BlueCrossMN_Orders@reemohealth.com.

You will receive an email confirming the order has been placed and notifying you of the estimated date when the member will receive their Smartwatch.

Note: You do not need to complete the Supplemental Benefits Request Form for this benefit.

Additional Information

See the [SecureBlue \(MSHO\) Supplemental Benefits page](#) on the Care Coordination portal for additional resources, including the Reemo Health Smartwatch Referral Form and flyer to share with interested members.

Need help getting started?

Email Reemo Health at BlueCrossMN_Support@reemohealth.com for assistance. You may also contact your Partner Relations Consultant with general questions: partner.relations@bluecrossmn.com.

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