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**BCBS Minnesota**



# WHAT DOES QMEDIC OFFER

## CASE MANAGER ASSISTANCE

Dashboard to see members, Realtime notifications, Direct dialing units, Free returns, no contracts, Dedicated IMN bilingual customer service team and install team.

## CELLULAR OPTIONS

AT&T, US Cellular, T-Mobile, Verizon, Sprint



## RANGE OF DEVICES

Choice of wearables, In home devices, Mobile devices, Fall detection, GPS tracking, Activity tracking, Lockable devices, Smart watches



## FREE ADD-ONS

Hands free mobile app, Medication reminding phone calls, and Lock box.



# WHAT ARE THE CHOICES?

## Waiver vs MSHO

- ✓ MSHO devices are all \$30/month no install
- ✓ Waiver in-home-\$30/month mobile \$65/month
- ✓ Waiver-pets come free with mobile
- ✓ NO install or set up fee for both
- ✓ Free add-ons apply to both
- ✓ Anyone coming off MSHO to Waiver we honor the \$30/month

# WHAT ARE THE CHOICES?










## Waiver vs MSHO

- ✓ MSHO-Pet and PERS
- ✓ Waiver-Medication dispenser and PERS  
(Pet with Mobile PERS)





# WHAT ARE THE CHOICES?

 PERS Intro Video	Personal Emergency Response System Device Chart						<b>Blink Smartphone App</b>  
	In-Home	Mobile GPS	Mobile GPS +	Mobile GPS X	Mobile Watch	Mobile W	
							BLINK is a new free mobile application developed by QMedic that allows a member to use their voice or call for help. The member chooses the trigger word and the phone number to call.
<b>Weight</b>	0.4 oz (wrist), 0.3 oz (neck)	1.7 oz	1.5 oz	1.3 oz	2.1 oz	1.2 oz	
<b>Range</b>	Button press works within 2000 feet of the base station	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	
<b>Battery Life</b>	Wearable battery life of 2 years, backup base station battery of 24 hours	Wearable battery needs recharge monthly for 3 hours	Wearable battery needs recharge every 5 days for 2 hours	Wearable battery needs recharge every 4 days for 3 hours	Wearable battery needs recharge every 2 days for 2 hours	Battery needs recharge every week for 1 hour	
<b>Waterproof</b>	Fully waterproof wearable	IP 67 Waterproof rating	IP 67 Waterproof rating	IP 67 Waterproof rating	IP 67 Waterproof rating	IP67 Waterproof rating	<b>Companion Pet</b>  
<b>Data Monitoring</b>	Activity, sleep, non-wear monitoring	No data monitoring	Real-time GPS tracking optional	Real-time GPS tracking optional	Real-time GPS tracking optional	Real-time GPS tracking optional	
<b>Wearable Options</b>	Available as necklace or wristband, Wall mounted.	Available as necklace or belt clip, wrist conversion optional	Available as necklace or belt clip	Available as necklace or belt clip	Available as wristband only (various band options)	Available as wristband only (various band options)	
<b>Cellular Carrier</b>	Landline, AT&T or US Cellular	Verizon or AT&T	AT&T	Verizon or AT&T	T-Mobile or AT&T	AT&T or Verizon	
<b>Fall Detection</b>	Fall detection	No Fall detection	Fall detection	Fall detection	Fall detection	Fall detection	An optional Companion Pet for members at risk of social isolation.
<b>Extra Features</b>	Direct Connect, Voice Activated	GPS activated when button pressed	GPS tracking any time	GPS tracking any time/GEO fencing	Direct Connect Vital Monitoring	GPS Tracking	

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Phone: (877) 241-2244

## Notes

- No Phone or Wi-Fi needed for any devices
- No installation required

# MOBILE NECKLACES

## DESCRIPTION

- 1.7 oz
- Multiple Carriers
- Works in the home and out in community
- Loud two-way communication

## FEATURES FOR MEMBERS

- Wearable pendant or belt clip
- 30-day battery
- Waterproof
- GPS activated when button pressed
- Easy to press button, lighting up when activated





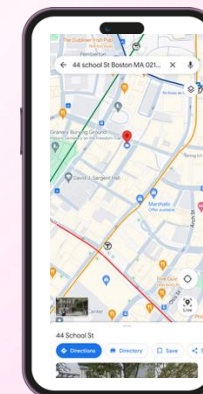
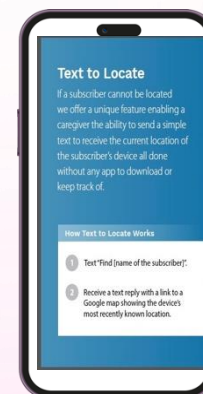
# MOBILE PLUS NECKLACES

## DESCRIPTION

- 1.3 oz for Mobile X
- 1.5 oz for Mobile +
- Multiple Carriers
- Optional Fall Detection
- Loud two-way communication

## FEATURES FOR MEMBERS

- Waterproof
- Wearable around neck or using a belt clip
- Device can be pinged to find lost unit
- Real time Tracking GPS/GEO fencing
- Text to find device for Emergency Contacts



## SET UP IS EASY!!

- **Choose the Mobile X device with QMedic**
- **Download the caregiver app we share**
- **Set up Geofences by selecting addresses to monitor**  
**(like Adult Day Programs, Home, School)**
- **Define a safety perimeter**
  - **150 meters (Entire football field)**
  - **200 meters (2 Cruise ships)**
  - **250 meters ( Typical city block)**
- **Receive real-time alerts when the member enters or exits the designated area**

### HOW GEOFENCING WORKS





# MOBILE WATCH

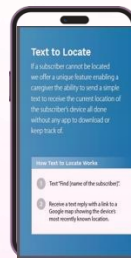
## DESCRIPTION

- 2.1 oz for Mobile
- Multiple carriers
- Optional Fall Detection
- Loud two-way communication

## FEATURES FOR MEMBERS

- Lockable watch band/many band choices
- Direct Connect
- Device can be pinged to find lost unit
- Real time Tracking GPS
- Waterproof
- Text to find device for emergency contacts
- ALL SPANISH!!

We offer person-centered options for unique member needs.



# IN-HOME OPTIONS

## DESCRIPTION

- Voice activated Speaker
- Optional additional Speakers
- Wearable device choice
- Battery operated speaker or plug in option

## FEATURES FOR MEMBERS

- Wearable Bracelet or Pendant
- Extremely light Weight
- Waterproof
- Fall Detection Optional
- Voice Activation







# REAL-TIME DATA DASHBOARD

- **Real-Time Notification:** Care managers receive real-time alerts for emergency calls, abnormal device usage, and other critical updates.

- **Dashboard Insights:** Customizable, detailed member activity report

Not wearing help button



Unusual sedentary time



Abnormal sleep disturbances



Wake up detected



Sleep started



Help button removed



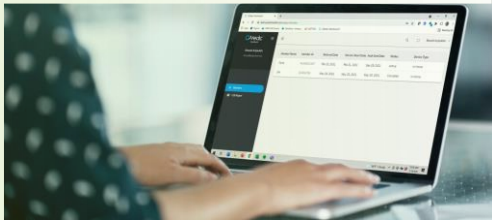


# TECHNOLOGY & COMMUNICATION



Communication is key to keeping members safe and costs low. QMedic makes this easy and tailored to your needs. Monthly reports detailing member’s usage, dashboards to see all member demographics and an app for real time notifications are a few ways QMedic keeps you in the loop!

## DASHBOARD-WEBSITE VERSION



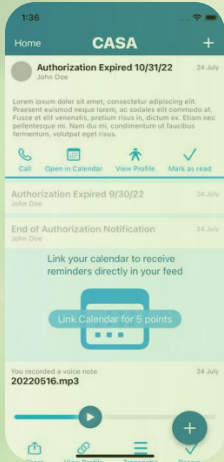
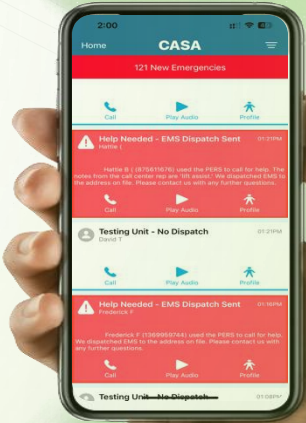
### Get Faster Access to Member PERS Information with Our New Dashboard

QMedic is launching a new dashboard to give you direct access to the following member information:

- ☐ Service Start Date
- ☐ Member Status
- ☐ Monthly Service Authorization End Date
- ☐ Equipment Type
- ☐ Usage Activity History

Member Name	Member Id	Referral Date	Service Start Date	Auth End Date	Status	Device Type
Ismael		Oct 13, 2020	Oct 18, 2020	Sep 29, 2021	Active	Mobile
Jose		Nov 6, 2020	Nov 12, 2020	Nov 29, 2021	Active	Mobile
Angel		Nov 12, 2020	Jan 31, 2021	Oct 30, 2021	Active	Mobile
Chuc		Nov 13, 2020	Nov 18, 2020	Nov 29, 2021	Active	Mobile
Joseph		Nov 25, 2020	Dec 7, 2020	Nov 29, 2021	Active	Mobile
Mano		Dec 8, 2020	Mar 7, 2021	Oct 30, 2021	Active	Mobile
Chauncy		Mar 12, 2021	Mar 30, 2021	Feb 27, 2022	Active	Mobile
Carlton		Mar 15, 2021	Aug 5, 2021	Feb 27, 2022	Active	Mobile
Luis		Mar 25, 2021	Mar 30, 2021	Feb 27, 2022	Active	Mobile
Alvino		Apr 2, 2021	Apr 7, 2021	Mar 30, 2022	Active	Mobile
Jane		May 20, 2021	May 23, 2021	Apr 29, 2022	Active	Mobile
Luz		Jun 18, 2021	Jun 22, 2021	Jun 29, 2022	Active	Mobile
Franklin		Jun 18, 2021	Jun 20, 2021	Jun 29, 2022	Active	Mobile
Victor		Jun 30, 2021	Jul 8, 2021	Jun 29, 2022	Active	Mobile
Miguel		Jul 6, 2021	Jul 11, 2021	Jul 30, 2022	Active	Mobile
Victor		Jul 15, 2021	Jul 21, 2021	Jun 29, 2022	Active	Mobile

## CASA APP







# Easy Device Changes

- On average, 1 in 10 members will switch their device type at least once during the time we are providing services.
- With compliance as our number one goal, we make changing the device type easy for the member and free to our partner.
- Why would a member change device types?
  - Add or remove fall detection
  - Charge device less frequently
  - Add continuous GPS location or time telling
  - Prefers smaller, less heavy device type
  - Try different cellular carrier for better connectivity



# Daily Touch Point Messages

- **Automated Reminder Calls:** Up to three free daily calls, with customizable messages.
- **Outreach Support:** Reminders, eligibility redeterminations, weather emergency preparation.



*Hi Dad, this is Sarah. Remember to take your 9 o'clock pill with three crackers from the cabinet so it doesn't upset your stomach.*

Message from  
Daughter

*Hi Harold, It's Pastor D. I want to remind you that you are not alone and always have someone walking beside you. Remember we are thinking of you and supporting you every day! Make it a good day!*

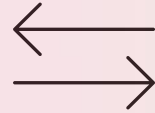
Message from  
Pastor D



# High-Impact Extras

## Easy Device Changes

Members can switch device versions based on preference or changes in circumstances.



## Daily Touch Point Messages

Medication reminders or other personalized recorded outreach from care manager or loved one



## Voice Activation Capabilities

In-home and app-based access to help for those that cannot or will not press a physical button



## Proprietary Mobile App

Voice recordings and data provide critical insights for care manager

## Customizable Bands & Lanyards

Members more likely to comply when device appearance is customized

## Free Lock boxes

Piece of mind that EMS or emerge4ncy contacts can enter the home without breaking down a door or busting a window



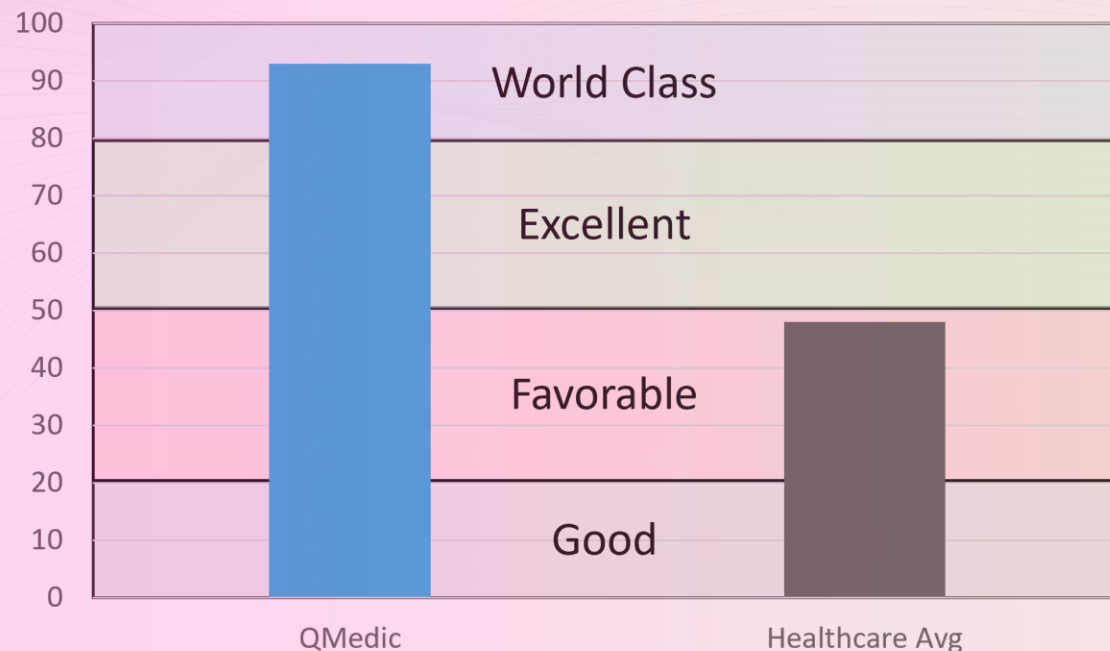


# PROVIDING WORLD CLASS SERVICE



We believe that the best way to learn about us is from your peers. Read what they have to say.

## NPS



Above Ratings Sources: SurveySensum and Qualtrics

### Ronni T, **TODD CTY, MN**

Qmedic is the best company to work with! There customer service is great for both the CC and the client. They are always quick to respond. Always courteous in their response. They stand behind their products and work to ensure that the clients requests and needs are met! 10 out of 10!

### Adam M, **COOK CTY, MN**

Easy to connect with for Case Managers and clients. Consistently follow through on completing tasks when requested. Quality education for CC's. 10 out of 10!

### Kelly B, **LUTHERSN SOCIAL SERVICE, MN**

QMedic has great service and responsiveness to my people that have it and I appreciate the email notices as a care coordinator! Thank you!! 10 out of 10!



# WHAT MAKES US UNIQUE?

Devices that be changed out and swapped to meet the member's needs.



Dedicated Install Team covering the state, and a partner who can adjust to your member and staff's needs.

Many devices that you can contact your members directly over!



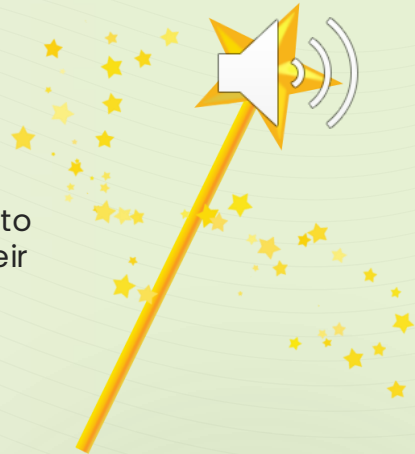
Customer support that speaks many languages to work with members in their native language.

All devices are waterproof and replacement lost or damaged devices for free!



Free medication reminding phones calls and services announcements to entire population

**Need Something Different, Ask Us!**





# HERE TO HELP YOU AND YOUR MEMBERS



Ask for a clipboard or fliers!!

Call us and ask questions.

▶ **Brooke Miller, Vice President of Sales**  
**Mike Weidt, Midwest Territory Executive**

▶ Check out our website for helpful videos!  
[www.qmedichealth.com](http://www.qmedichealth.com)  
or check out our YOUTUBE Channel  
[www.youtube.com/@qmedic-engage](http://www.youtube.com/@qmedic-engage)

[bmiller@qmedichealth.com](mailto:bmiller@qmedichealth.com) 515-777-9662  
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