ConnectAmerica

MedicalAlert | Lifeline | 100plus

New Partner Portal

Frequently Asked Questions (FAQs)

The following FAQ document contains updates to support you with the transition to the new integrated systems platform scheduled for mid-January.

As always, our Program Services team is available if you have additional questions. Please contact them by calling 1-800-852-5433 or emailing programservices@lifeline.com.

Q: Can the new portal be access on your mobile phone?

A: Yes, the portal can be used on your phone.

Q: Will we still be receiving reports ?

A: Incident reports will still be faxed and the new partner portal has pre-canned reporting that will mirror the reports already available.

Q: Is there a spot to select Self Install?

A: If you are providing the device to the subscriber they can self-install. The HSR (Installer) field is just for your internal purposes. You will want to wait until the CPA status is "Completed" before an installation occurs. Kim will show these statuses in a moment.

Q: Can we not enter info and do the install in the same day?

A: The Program Services team will be submitting these into MASterMind within 24 hours. If you need to expedite the process you can call them and have them submit the data into MASterMind.

Q: Does this mean no more calling in if we need to install cellular unit?

A: If the device is available in the portal with an associated serial number, you are free to install. If you are unable to select the serial number at the time of submission, you will still need to call for Program Services to assign it appropriately.

Q: Do we have to send an email with any new equipment ordered or will it be automatic from the order or the warehouse?

A: Your new equipment order process will remain the same using an order form.

Q: Will we still need to get a signed change protocol for autoalert?

A: That process is still currently in place, we will provide any updated contact information to fax the signed form over to.

Q: Do we have to update button numbers when we do maintenance swap?

A: Yes you will submit a Change Request form and add the new button details. We will review how Change Requests work in a moment.

Q: How do we deactivate a person? Do we call or is there away in this new program?

A: You can submit a Change Request for a Site and there is an option to submit a cancellation request.

Q: Are you able to a notation when someone has used the call bouton?

A: The Alarms and Events tab for the Site will display this information.

Q: Will we be able to deactivate all or just certain equipment?

A: You will be able to put cancellation requests in for all equipment. The program services team will process the request for you.

Q: When we order equipment from Lifeline I am assuming it will be populated into portal automatically

A: Correct, once it ships there will be a fulfillment process that updates your inventory in the portal.

Q: Is there a limit to the responders we can put in?

A: We still want to limit them to 3 responders and 3 notifies per Lifeline's policies. I will get clarity if this limitation will be on the Portal side

Q: What's the difference between responder and notify?

A: Responder is a non-emergency contact that lives within 30 minutes of the home that can respond to non emergency requests. A notify is someone who will be called after an incident for informational purposes.

Q: Do you submit before the unit # has been added or save and then Lifeline?

A: You have the option to select available inventory, create a new serial number if it is not in the system, or select the equipment with the option of "To be selected" to assign at a later date before installation.

Q: will you be able to see the last time and date when they last tested their button?

A: You will see this data in the Alarms tab on the Site

Q: Right now we get a fax notification to change a help button or unit battery. Will that still be the case or will I need to go into this platform to check on it each day?

A: The fax communications will still exist as they do today.

Q: What is the difference between assigned and pending install?

A: Pending Install refers to the Site Status, assigned refers to the Job Status. Once a Job is updated to "Completed" it will trigger the Site Status to go "Active". This is executed when the device is tested for the first time (Welcome Call).

Q: Will we still see incident reports?

A: Yes, these will still be available on the individual sites as well as through alarm reporting.

Q: I know it's a 24 hr wait but if we had an emergency and need same day install can we still call program services?

A: Yes you can, their contact number is 8008525433

Q: Where's the event tab so we can see incidents?

A: The Event tab is listed on the Site. You will navigate to Sites then view the related Site and you'll see Alarms and Events as separate tabs. Alarms will be relevant to button presses/alarms and Events will include additional detail related to maintenance signals and check-in data.

Q: What if the client isn't sure which style they want. Can we send it out without selecting the product?

A: You can select just a communicator and call in to Program Services to add the wearing style while in the home.