



VRI's Personal Emergency Response Program significantly lowers healthcare costs for vulnerable populations.



In a 2024/25 study of frail and/or chronically ill seniors primarily enrolled in a national health plan's "Duals Special Needs Plan,"* members participating in VRI's Personal Emergency Response Program (PERS) achieved a **\$172 per member per month (PMPM) savings advantage** compared to a matched control group. The program was particularly impactful in reducing inpatient costs for PERS participants resulting in a **45.1% decrease** compared to the control group.

Year-Over-Year Cost Changes (2024 to 2025)

Cost Category	Control Group Cost Change	PERS Participant Cost Change	PERS Participant Cost
Total Healthcare Costs	+ 18.43%	- 1.38%	- 19.81%
Inpatient (IP) Costs	+ 33.19%	- 11.91%	- 45.10%
Emergency Room (ER) Costs	+ 14.45%	+ 5.22%	- 9.23%
Outpatient (OP) Costs	+ 22.55%	+ 4.42%	- 18.13%
Specialist Costs	- 0.63%	- 8.79%	- 8.16%
Primary Care (PCP) Costs	+ 10.86%	- 6.46%	- 17.32%

How PERS Devices Control Costs

- **Faster Emergency Triage:** VRI live U.S. based agents answer alarms in <5 seconds on average speeding up medical responses to falls and severe symptoms, reducing severe complications like immobilization or secondary injuries.
- **Improved Member Engagement:** VRI's PERS program leverages the increased member engagement to connect members to needed benefits and services.
- **Shortened Hospital Stays:** Swift initial treatments reduce total recovery periods and protect patients from hospital-acquired infections or cognitive decline.
- **Efficient Care Routing:** VRI's dedicated Care Center filters minor incidents from true emergencies, preventing costly and unnecessary ER visits.
- **Peace of Mind:** Enhances patient confidence and independence, lowering anxiety-driven medical utilization.

Conclusion

VRI's PERS program offers healthcare providers and payers a proven, value-based tool to bend the healthcare cost curve. It delivers a measurable return on investment by actively reducing high-cost inpatient episodes while preserving member independence.