

# Best Medical Alert Systems for Veterans

Our experts ranked the best medical alert systems for veterans. Now you can age with confidence and get the freedom and independence you deserve.



Jenny Wisniewski, Medical Alert System Expert

Updated July 28, 2022



#1



**Bay Alarm Medical**



#2



**MobileHelp**



#3



**LifeStation**



SecureScore™: 9.3 / 10

You served our country, now it's time for peace of mind with the best medical alert system around. Bay Alarm Medical has earned the top spot for Veterans with their award-winning service and suite of innovative features.

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*at home or on the go*

SecureScore™: 8.7 / 10

As a veteran, you deserve special benefits in return for your service and commitment to our country. MobileHelp demonstrates their commitment to veterans through charitable outreach projects and special discounts. They offer a great lineup of products, too!

SecureScore™: 8.1 / 10

With both the Veterans of Foreign Wars and American Legion as partners, LifeStation is a great choice for veterans. And their competitive pricing and advanced features give you a few other good reasons to take a look.

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## Top 4 Medical Alert Systems for Veterans in 2022

- **Bay Alarm Medical** - Having been in the business for 70 years, it's no surprise that customers can expect reliability, low monthly fees, and tried-and-true equipment from this medical alert system.
- **MobileHelp** - Besides the advanced features on their equipment, MobileHelp also provides an excellent response time, an online portal that provides extra value, and a telehealth platform available for a low monthly cost.



- **LifeStation** - LifeStation offers free equipment, shipping, and activation, along with special discounted rates for veterans. In addition, its monitoring center is TMA Five Diamond certified, truly a feather in its cap.
- **LifeFone** - With high-quality equipment and beneficial services like daily check-in calls, LifeFone has much to offer veterans. They also include customer-friendly policies like a lifetime price-lock guarantee.

If you're one of the 19 million U.S. veterans this year who's offered your service and risked your life to protect our country, now's your time to take advantage of a medical alert system that offers benefits exclusively geared for you. With an alert system comes a feeling of security. Along with this security comes the freedom and independence of being able to live comfortably and securely in your home as you age.

**FYI:** For some veterans, finding a system with a price tag that fits a tight budget is a priority. These individuals may want to check out our guide to the [best affordable medical alert systems](#) in addition to the information that you find here.

When evaluating medical alert systems and compiling a list of “Bests” for veterans, we compared prices along with other benefits that were offered specifically for veterans.

As part of this, we researched to see if the provider offered any freebies or discounts. We also checked to see if the providers demonstrated a commitment to veterans through partnerships or other types of engagement. And, of course, we looked into important features, such as reliability of the monitoring center, the quality of the equipment, and the inclusion of extra services, such as medication reminders. After all, our veterans deserve the best!

**Pro Tip:** If you need a broader overview than what you find here, read about the [best medical alert systems of 2022](#).

[How We Review](#)

# #1 Bay Alarm Medical - Best Overall for Veterans

SecureScore™ **9.3**



Customer Service

9.2

Value

9.0

Equipment

9.5



Features & Technology

9.3

Ease Of Use

9.6

**Overview:**

We have chosen Bay Alarm Medical as a top system for veterans because of our confidence in the quality of their products and the reliability of their brand. Bay Alarm Medical is a subsidiary of Bay Alarm, a family-owned and operated business with over six decades of experience, providing security services to over 100,000 customers. They have set high standards for their employees through their Bay Alarm Code of Ethics. Additionally, all of their equipment is proudly made in America, so, as a veteran, you know you are using quality products that really stand for something.

**Pros:**

Excellent response time with emergency response center  
Stylish appearance of smartwatch

Extra features on smartwatch, like step tracker  
Extra layer of protection with dual system  
No activation fee

**Cons:**

Lengthy wait time with customer service  
Battery life only 6 to 18 hours on the SOS Smartwatch

**Summary:** Because of its low monthly fees, high-quality equipment, and reliability, we think that Bay Alarm

Medical is a good place for veterans and their families to begin while shopping for medical alert systems.

Bay Alarm offers variety in their product offerings. If you spend most of your time at home, both cellular and landline systems are available, and both have an excellent range of 1,000 feet. This means that if you are suffering from PTSD, you will likely be able to take a break and get some sunshine and fresh air in your yard or garden. And both systems include an option for fall detection. This is important for all older adults, but especially for those living with conditions like diabetes or COPD, which veterans experience at higher rates than the general population. <sup>[1]</sup>



Bay Alarm Medical Wrist Pendant

Bay Alarm Medical's on-the-go systems include one traditional and two unique systems. After reviewing Bay Alarm Medical's systems at length, we think the more conventional GPS help

button is the best option for veterans. It is an all-in-one device that offers full protection with two-way talk, GPS location detection for caregivers as well as the monitoring center, and optional fall detection. While the other Bay Alarm on-the-go products have some other great features, they don't offer fall protection, which we think is important given that veterans have a higher risk of falls compared to the general population. [2]

Overall, after [reviewing Bay Alarm Medical](#), we think that they offer really solid protection, and upon testing their response time (27 seconds!), our confidence rose even more. Finally, with Bay Alarm, the price is right. The at-home systems start with a low monthly fee of \$19.95 and don't require an equipment fee. While the GPS help button has an equipment fee of \$99, its monthly fees are also relatively low, starting at \$29.95. We are also happy to report that Bay Alarm does not charge activation or initiation fees. Read our [Bay Alarm Medical pricing](#) guide for more information on costs and packages.



Bay Alarm Medical Help Button

 877-897-1064

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[How We Review](#)

## #2 MobileHelp - Best U.S.-based Monitoring

SecureScore™ **8.7**

Customer Service

8.8

Value

9.0

Equipment

8.2

Features & Technology

9.2

**Overview:**

MobileHelp is another system that's at the top of our list of medical alert systems well suited for veterans. The company has been around since 2006, and in that time has used technology to innovate. The result is lots of choices and systems that are chock-full of advanced features, which is important for aging veterans who have higher rates of "multi-morbidity," or multiple health conditions, than non-veterans of the same age.<sup>[3]</sup>

In addition, MobileHelp has demonstrated a commitment towards veterans through special discounts and a partnership with the Wounded Warrior Project. Throughout 2019, MobileHelp donated \$50 for each new system purchase.

<b>Pros:</b>	Telehealth Platform Available as an Add-On Free Lockbox With Every Order 30-Day Free Trial	No Equipment Fee Online Portal Adds Additional Value Great Choice for Active Seniors	<b>Cons:</b>	Fall Detection Requires an Additional Pendant Mobile Device Is Somewhat Clunky	Some Packages Include Activation Fees
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**Summary:**

A big reason that we love MobileHelp for veterans is for the variety of discounts offered to them. Their "Dollar Discount" applies to any system purchased by a veteran. In addition, MobileHelp Connect Premium, typically \$5 per month, comes free with any system purchased.

This service includes a protection plan for lost, stolen or damaged equipment. It also includes a two-year price lock on monthly fees as well as discounts on other add-on products and services.

MobileHelp MD 4 on Charger

These veteran benefits will save you money each month, and this is on top of already competitive [MobileHelp pricing](#). The starting price for at-home systems (which have the best

range in the industry) is only \$19.95. The starting monthly fee for the MobileHelp Solo, their basic on-the-go system, is \$37.95, which is on the low end of the industry average range for mobile devices.

However, where veterans can really save money is through their bundled packages. The Mobile Duo, which includes two mobile devices for spouses or roommates, starts at just \$44.95 per month, which is only \$8 more than the solo system. And the MobileHelp Duo, which includes an at-home base station and mobile device, starts at a low \$41.95 per month.

A few services are worth mentioning, too. For an extra \$9.95 per month, MD Live offers subscribers access to a 24/7 telehealth service that can connect you to a doctor without a copay or insurance. Because older veterans have higher rates of conditions like cancer and hypertension, supplemental medical advice may be worthwhile for some. Medication reminders (\$5 per month plus veterans discount) is another service that some may find useful. For more details about their systems, read our [review of MobileHelp](#).

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[How We Review](#)

### #3 LifeStation - Best Service for Caregivers

SecureScore™ **8.1**

**Customer Service**

7.5

**Value**

8.4

**Equipment**

7.5

**Features & Technology**

8.2

**Ease Of Use**

8.8

**Overview:**

Founded in 1977, LifeStation is among the medical alert providers that have been around the longest. This family-owned company aims to develop quality systems for older adults as well as caregivers, which is a focus that many veterans would likely find useful. They also partner with veteran organizations and have some of the best special discounts for veterans around.

**Pros:**

Location  
Detection  
Available for  
Caregivers  
and  
Monitoring  
Center  
Fall  
Detection  
Available

Two-Way  
Talk  
5-Day  
Battery Life  
Clear Voice  
Prompts

**Cons:**

Appearance  
Could Be  
More  
Discreet

Inconsistent/Incomplete  
Information  
Available on  
Website and  
Through  
Customer  
Service

Ability to  
Integrate  
With Alexa  
  
TMA Five  
Diamond  
Certified  
Monitoring  
Center

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**Summary:** We're confident that veterans will find many reasons to trust the LifeStation brand — which is why we chose to include it on our list of best medical alert systems for veterans. Its longevity in the medical alert industry speaks to the quality of its products and services. We also like that its monitoring center is TMA Five Diamond certified, which is the gold standard in monitoring center certifications.

Another benefit is that both the American Legion and Veterans of Foreign Wars (VFW) are partner organizations of the medical alert provider. In fact, members of the VFW and American Legion receive special discounted rates. Be sure to ask about these special rates when shopping!

### Charging LifeStation

Veterans will also like the competitive [LifeStation cost](#). They offer tiered pricing packages for their at-home and on-the-go systems. The starting monthly fee for their at-home landline system starts at \$21.95, the at-home cellular system starts at \$30.95, and the on-the-go

system starts at \$37.95. While these starting rates do include a one-time \$10 activation fee, it is important to note that none of LifeStation's packages require an up-front equipment fee.

We also like that LifeStation keeps their pricing and packages simple and straightforward. And with a 30-day, money-back guarantee, you have an opportunity to give the system of your choice a test run.

Lifestation also includes advanced features and services with each of their systems that could be very beneficial for ailing veterans and their caregivers. One of our favorites is location detection for caregivers. With "Find My Loved One," designated caregivers can text the monitoring center if they're concerned about the location of their loved one.

LifeStation's location detection is not only enhanced by the use of GPS, but enables more precise location tracking through Wi-Fi and Bluetooth. Finally, note that the mobile device can be paired with Alexa. For veterans with mobility issues, a voice-activated medical alert could definitely come in handy. Learn more in our recent [LifeStation analysis](#).

LifeStation Support

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[View Packages](#)

[How We Review](#)

## #4 LifeFone - Best Location Detection

SecureScore™ **8.2**

Customer Service

8.6

Value

8.3

Equipment

8.0

Features & Technology

7.8

Ease Of Use

8.2

**Overview:**

The three most prevalent health conditions of veterans over the age of 65 are hypertension, arthritis, and cancer.<sup>[4]</sup> With that in mind, we wanted to include a provider that we felt offered

features that most benefited these individuals — and LifeFone is this provider. They offer a plethora of services that families can customize (depending on their needs), competitive pricing including free equipment and free monitoring for spouses, and a handy but high-functioning, all-in-one device (pictured above) that can be used at home and on the go. And let's not overlook the fact that LifeFone has a well-established reputation as an integral part of the medical alert industry since 1976.

<b>Pros:</b>	At-Home and Mobile Options	Vibration Feedback for Visually or Hearing Impaired	<b>Cons:</b>	Shipping is Not Free with Monthly Plans	Monthly Fees Are More Expensive Than Other Systems
	No Activation or Equipment Fees	Care Agents Available for Daily Check Ins or Caregiver Requests for Location Detection		Belt Clip Could Be Sturdier	
	Lifetime Warranty on Wear and Tear	Two-Way Talk			
	Impressively Lightweight				

**Summary:** LifeFone offers four medical alert systems that veterans likely will find useful. What we love about their at-home systems is the range, or maximum distance that you can roam with a help button and still communicate with the base station. It's what made LifeFone one of our [favorite long-range medical alert systems](#) for several years running. Both the cellular and landline systems have a range of 1,300 feet. For the cancer patient or the individual having a rough day

with arthritis, this range will allow you to spend time in your backyard or take a short stroll down the block.

A hybrid system combines one of these high-functioning at-home units with a basic mobile device. It provides great protection and flexibility at home that also offers peace of mind for when you're away. Our favorite system is the Voice-in-Pendant, a lightweight, discreet all-in-one device that can function effectively in the house and on the go. Fall detection is an option that costs an additional \$10 monthly fee (an industry standard), and is programmed directly into the all-in-one device. We think fall detection is a must-have for all aging veterans, but particularly for those with hypertension, who are at greater risk of a stroke or heart attack, as well as those with cancer, who may be more susceptible for falls due to lightheadedness or dizziness related to medical treatment. Not sure how fall detection works? Learn more by visiting our list of the [best medical alerts for fall detection](#).

### LifeFone Packaging

Although you will be paying a few bucks more per month than other systems, we think their high-quality equipment and extra services (discussed below) are worth it. The starting rate for at-home systems is \$29.95 per month, while the At Home + On the Go starts at \$39.95 per month, and the Voice-in- Pendant starts at \$43.95.

While **LifeFone costs** a little higher than other systems, bear in mind that they include the price of fall detection, which is only an additional \$5 per month. (Most providers charge \$10 per month.) LifeFone also provides a price lock guarantee — your monthly fees will never increase

once you begin service. Additionally, they offer free monitoring for spouses on their basic plans. And finally, you won't need to pay any up-front equipment or activation fees.

#### Closeup of the LifeFone Voice-In-Pendant

LifeFone offers a few services that might be beneficial for both aging veterans and their caregivers. One is called "Text to Locate," a location detection feature that enables caregivers to text the response center to determine their loved ones' whereabouts. This allows the veteran

to still maintain their sense of freedom, with the understanding that help can be summoned if they become ill or injured and unable to communicate. This service can be lifesaving. With Daily Check-In, a LifeFone care agent can make a daily call at a designated time. This call can be customized, for example, with a reminder to take your blood pressure medication. Overall, LifeFone has many layers of protection to offer aging veterans. You can learn more in our full [review of LifeFone](#).

 [844-977-3472](tel:844-977-3472)

[View Packages](#)

## Features of Medical Alert Systems for Vets

The following features are the most popular among vets and seniors alike.



### 24/7 Emergency Response

24/7 Emergency Response is a vital feature for veterans. Thankfully, the feature comes standard with the devices showcased on our list. Whether it's early afternoon or the middle



### Wireless Connectivity

Veterans value independence, too. That's why wireless connectivity is a popular choice when it comes to selecting an emergency alert system. While traditional medical alert



### Spouse Coverage

Some companies charge a little extra per month for monitoring a second member of a household, while others require you to buy extra equipment. Either way, spouse

of the night, just press the help button to get an emergency responder on the line in seconds. They will have your medical history, prescription information, and contacts at their fingertips in order to provide the best service possible. Vets can especially benefit from this, as PTSD symptoms can develop suddenly.

## **Fall Detection**

Veterans face a unique set of challenges and physical disabilities. And some studies have shown that a veteran's risk of falling is higher than that of non-veterans. That's why fall detection tops the list of helpful medical alert features for vets. Powered by advanced technology, this feature will detect a fall and immediately send an alert to the monitoring center on your behalf. This feature is designed to save lives with the simple push of a button. Our advice — Don't go without it.

## **Two-Way Voice**

Emergencies happen, and clear communication makes all the difference. Most mobile devices that we have seen utilize the two-way voice feature, using cellular networks like AT&T 4G LTE. So if a

systems use landlines, some at-home systems are powered by a cellular signal. And, of course, wireless connectivity enables on-the-go systems to function. This means you're able to roam and enjoy coverage wherever you are. In other words, when you choose wireless, you choose freedom.

## **Mobile Monitoring**

Since most veterans, like the rest of the general population, want to remain active for as long as possible, mobile monitoring can be a wise choice to help in this effort.

Devices powered by mobile monitoring are often outfitted with two-way talk, GPS tracking, and fall detection, allowing you to leave home with confidence. If you experience a medical emergency, you'll receive immediate assistance from first responders.

## **Nationwide Coverage**

Nationwide coverage is your go-anywhere solution for traveling vets. On-the-go alert devices operate off of the provider's cellular system. For example, if your provider uses Verizon, your medical alert system will

coverage is an excellent option and ideal for married veterans. If your spouse or family member desires an alert system of their own (a highly likely scenario), this feature makes it fast, easy, and affordable to add them to your existing plan.

## **Long Range**

Veterans can "go the distance" with a long-range, at-home medical alert system. For the vet who spends the majority of their time at home but likes to garden or visit with a next-door neighbor, this system greatly extends the range and your base station's connectivity. Some units will keep you covered up to 1,400 feet from the central hub. Tap into total peace of mind virtually anywhere on your property with a system that has optimum range.

## **GPS Location Services**

Another fantastic feature for veterans, GPS location services is built into most medical alert systems today. GPS uses satellites to pinpoint your exact location, wherever you are. This is especially helpful (and potentially life-saving!) if you have an emergency and

fall or sudden onset of illness does occur, you can speak directly to an emergency response center agent. Most at-home systems include a built-in microphone and speaker on the base station. Open lines of communication result in faster and more efficient assistance.

function anywhere you receive a Verizon signal. Feel free to visit Tampa for Thanksgiving, California for Christmas, and New York for New Year's. Or stay connected with other veterans elsewhere with whom you served. Wherever you go, help is always at hand with nationwide coverage.

need immediate assistance. A caregiver or first responder will always know your whereabouts. GPS is especially helpful for active vets and older adults with dementia.

## Citations

SafeHome.org only uses high-quality sources to support the facts within our articles. Read our [editorial guidelines](#) to learn more about how we fact-check and keep our content accurate, reliable, and trustworthy.

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Written By

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After earning a degree in journalism, Jenny Wisniewski spent much of her professional life in education; however, she returned to writing in earnest in the senior care space, acting as caregiver to her mother. She has hand-tested the industry's top medical alert systems, writing nearly 50 in-depth articles that help seniors age safely in place. Jenny also covers caregiving, Medicare, assisted living, memory care, and Alzheimer's and Parkinson's diseases.

Previously, she's written for national publications such as Country Magazine and Sierra Magazine. Jenny holds dual bachelor's degrees in English/Journalism and Political Science from Miami University in Oxford, OH. She currently resides in Milwaukee, WI.

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