

Call Center Helpline PROGRAM

The Helpline Program is an innovative program designed to provide problem resolution coaching, medication and wellness reminders as well as 24/7 Call Center access. This custom, cost-effective package is geared toward all individuals and can be provided by telephone call, email, text, or webcam in order to meet specific needs.

The following support services are available through the Aurora Call Center:

- 24/7 Live Call Answering by skilled professionals.
- Scheduled or random check-in telephone calls to ensure an individual's safety and well-being.
- Client allowed unlimited inbound calls to the Call Center for problem resolution coaching.

Other services available as needed.

HELPLINE PROGRAM	
Level	Cost
Helpline	\$30/month <i>(one monthly wellness check)</i>
Helpline Check-In	\$40/month <i>(one random weekly wellness check)</i>
Helpline Check-In Plus	\$50/month <i>(one scheduled weekly wellness check)</i>
Helpline Daily - Wellness Check or Medication Reminder <i>(call or text)</i>	\$160/month <i>(one daily wellness check/ medication reminder)</i>
Helpline Daily Plus 2x - Wellness Check or Medication Reminder <i>(call or text)</i>	\$260/month <i>(two daily wellness checks/ medication reminders)</i>
Helpline Daily Plus 3x - Wellness Check or Medication Reminder <i>(call or text)</i>	\$360/month <i>(three daily wellness checks/ medication reminders)</i>
Customized	TBD
Additional Wellness Check	\$5/call
Additional Medication Reminders	\$5/call or text
All package levels include the following: - 24/7 phone access to Call Center Specialists. - Outbound calls to 911 in case of an emergency. - Outbound calls to emergency contact(s) in case of an emergency.	

(All prices subject to change.)