Maryland Senior Call Check Program

1. **Does this program cost anything?** No, this is a FREE service provided by the Maryland Department of Aging
2. **Who can sign up for the program?** Any Maryland resident aged 65 years or older who has a telephone may sign up for this program.
3. **When will I receive the automated daily call?** The program will provide a daily automated call between the hours of 8-10 AM and 2-4 PM. You select a one-hour block of time during which you will receive the call. The system will call as close to that hour as possible. Options to choose from are: 8-9 AM, 9-10 AM, 2-3 PM, 3-4 PM.
4. **Who is a good alternate person?** This person must be a reliable emergency contact, such as an adult child, responsible neighbor, or close relative.
5. **How long does it take to be approved for the program?**
   Once registered, approval varies based on the ability to sign terms and conditions and verify applicants other information.
6. **How can I make changes to my enrollment information?**
   To make changes to your enrollment information such as your phone number, the time of the call or alternate contact's information, or to request a vacation or sick leave hold call 1-866-502-0560 and inform the Senior Call Check Program operator. Please allow at least three business days for new information to be updated.
7. **What if I am on the phone during my daily call?**
   Please stay off the phone during your scheduled hour. If you are on the phone during the time of your daily call check, the program will call you back. Please be available to answer the call every day.
8. **Does this service provide the same functionality as other medical alert or distress signals?**
   No, this free program does not provide the same functionality as all other alert or distress systems. Some of them provide live operator responses and will call 911 for you. Senior Call Check will not.
9. **What happens if I don't pick up the phone when the daily call comes in?**
   The system will call you back up to 2 additional times. If there is still no answer, the system will then call your alternate contact. If your alternate does not answer the call, or alternate phone does not accept voicemail the program will notify your local nonemergency service.
10. **Will there be different language options available?**
    The only current language option is English. However this may change

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11. **Will the daily call come from the same phone number every day?**
    The daily call will come from the same phone number each day. Once you receive your first call, you can program that number into your phone to help identify future calls.

12. **Can I put the calls on hold if I am away or sick?**
    Yes, you must place a temporary hold on calls by calling 1-866-502-0560. Please allow at least three business days for new information to update.
    You may not request hold of more than 30 consecutive days or you will be automatically dis-enrolled.

13. **How do I dis-enroll from the program?**
    You may dis-enroll from the program at any given time. Please note that it may take up to 7 days to confirm and process a disenrollment request. You can dis-enroll by calling 1-866-502-0560

14. **What days is Senior Call Check closed?**
    Senior Call Check is available every day of the year with the exception of 6 holidays when the center is closed: New Year's, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas.