

Providing Special Notification For Customers With Medical Needs

How Do Customers Qualify For The Medical Alert Program?

If you are an OUC customer whose life-sustaining equipment is dependent on electrical service, you may qualify for *Medical Alert*. Here's how:

- First, you must obtain verification from a physician regarding your medical condition, type of equipment and length of time the equipment is needed. Examples of qualifying equipment include: oxygen concentrator, heart monitor, feeding pump or dialysis machines. *Ask your physician to complete the validation form in this brochure and mail it to OUC.*
- Once the completed form is received and reviewed for eligibility, you will be able to participate in the program within 48 hours. OUC will maintain a record of your power needs, and your account will be identified by a gray seal on your electric meter.
- Each year, OUC will send you a validation form requesting re-certification by your physician, to ensure that *Medical Alert* service is still needed. These forms must be recertified every 12 months or no later than 30 days prior to the expiration of existing forms at OUC.

What Happens If The Medical Alert Program Is No Longer Required?

When you no longer require life-sustaining equipment, simply call OUC Customer Service at **407-423-9018** in Orlando and **407-957-7373** in St. Cloud and we will remove your account from the program.

Please cut this panel along the dotted line
and save for your personal reference.



Financial Assistance

Are there any agencies that may be able to provide financial assistance to participants of the Medical Alert Program?

Yes. OUC customers may contact the *2-1-1 Community Resources and Elder Helpline* (or dial 407-839-HELP, TDD# 407-849-2365 for the Hearing Impaired) to receive instant information on thousands of health and human services. They offer resources for:

- Elder Services
- Food, shelter and clothing
- Volunteering and where to donate
- Physical and mental health services
- Youth programs

Orange • Osceola • Seminole ★
2-1-1[™]
Get Connected. Get Answers.
OR DIAL
407-839-HELP (4357)

OUC 
The Reliable One[®]

Orlando Utilities Commission
100 West Anderson Street Orlando, Florida 32801
www.ouc.com



MEDICAL ALERT PROGRAM

*The power to notify
our customers*



OUC 
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OS-1310V1

MEDICAL ALERT PROGRAM

Validation of Medical Necessity

PART I— to be completed by OUC customer

Account #: _____

Customer Name: _____

Relationship to Patient: _____

Address: _____

City, State, ZIP: _____

Telephone #: _____

PART II— to be completed and returned to OUC by physician

WARNING—PART II—PHYSICIAN'S CERTIFICATE:

False certification of medically essential service by a physician is a violation of s. 458.331(1)(h) or s. 459.015(1)(i), Fla. Stat. and constitutes grounds for discipline, penalties, and/or enforcement.

The following individual has a medical necessity for life-sustaining electrical equipment:

Patient Name _____

Date of Birth _____

Pertinent Diagnosis _____

PART II— continued

Qualifying Equipment (electrical equipment in-home usage):

Oxygen Concentrator _____ Heart Monitor _____

Feeding Pump _____ Dialysis (in-home) _____

Other _____

Note: Nebulizers do not qualify as life support.

Estimated Length of Need: _____
(annual re-certification required)

Physician Signature: _____

Physician Name: _____

License or certification no.: _____

Address: _____

City, State, ZIP: _____

Telephone #: _____

Please note: OUC may need to contact your physician for verification of this information.

PHYSICIAN: RETURN COMPLETED FORM TO ADDRESS BELOW.

Medical Alert Program,
Attn: OUC Customer Service
OUC—The *Reliable One*,
P.O. Box 3193, Orlando, Florida 32802
Phone: 407-423-9018 (Orlando)
407-957-7373 (St. Cloud)

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*At OUC, we know that electric service is important to all our customers. But for those whose medical conditions require the use of life-sustaining equipment, we've taken reliability a step further—by establishing the **Medical Alert Program**.*

What Does The *Medical Alert Program* Provide?

Medical Alert is designed to provide OUC customers with reasonable prior notice of power interruption due to scheduled service maintenance — which, in turn, will allow them time to secure back-up power for their medical equipment.

To help customers manage their utility expenses, this program also provides special consideration for payment arrangements, as well as information on energy efficiency and a list of social service agencies.

What Services Are *NOT* Offered By *Medical Alert*?

In the event of emergency power failures due to natural causes or unforeseen system problems, *Medical Alert* cannot provide prior notification. In these situations, it is the customer's responsibility to have a power back-up system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

In addition, *Medical Alert* does not exempt customers from service disconnection if they do not make regular payments on their account, do not keep payment arrangements or if they fail to provide information to re-validate their participation in the program.

OUC Customer:
Please cut this panel along the dotted line and save for your personal reference.

