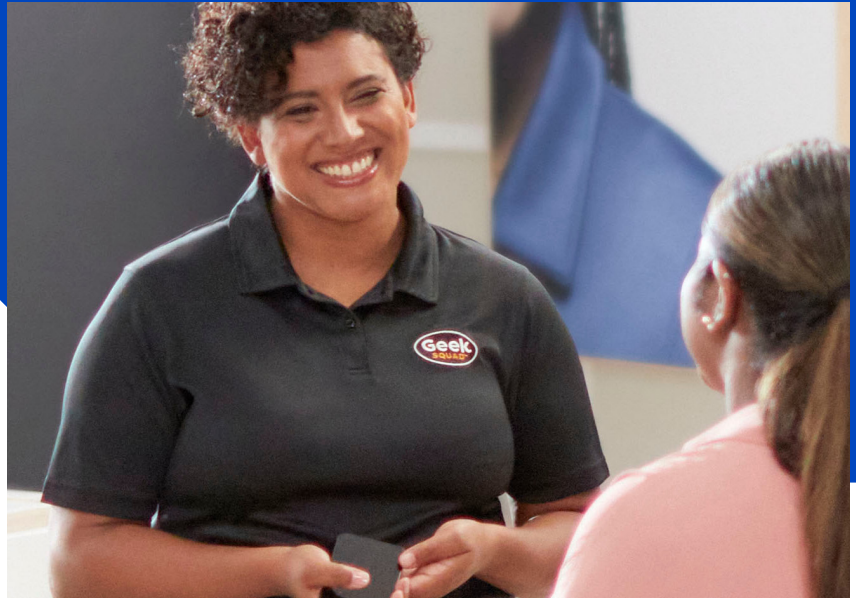




Assessment guide:

Matching needs to the best assistive and enabling technology

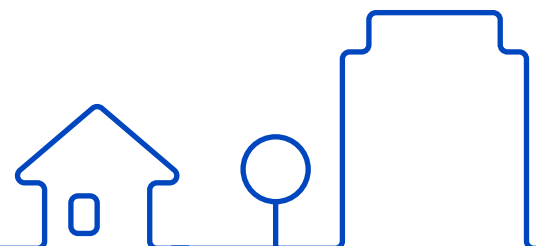




Best Buy Health is a state-credentialed provider of age-related technology, **offering a range of assistive and enabling technology solutions covered under applicable Medicaid waivers to support independence, safety, and quality of life** for individuals living at home. This guide outlines who Best Buy Health is, what's available through the Geek Squad Health Enabling Tech program, and how each tool can address specific client needs. It draws on enabling technology concepts commonly used in Medicaid Home and Community-Based Services (HCBS) waiver programs as examples, with actual technology choices and coverage determined by state policies and individual care plans.

Why Best Buy Health

At Best Buy Health, we partner with public programs to support independent, safe living through enabling technology. We provide person-centered access to assistive and enabling solutions—including our own medical alert devices with fall detection—along with in-home delivery, setup, and ongoing technology support through Geek Squad. With national operational scale and a consumer-grade experience, we help reduce administrative and support burden for case managers and state partners while making it easier for individuals to access and use technology that supports independence at home.



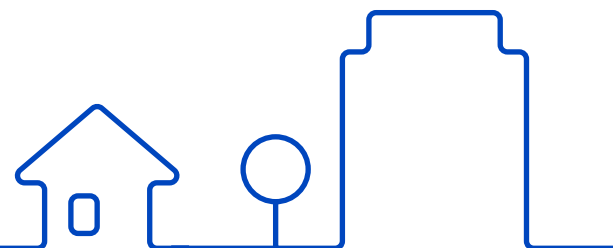
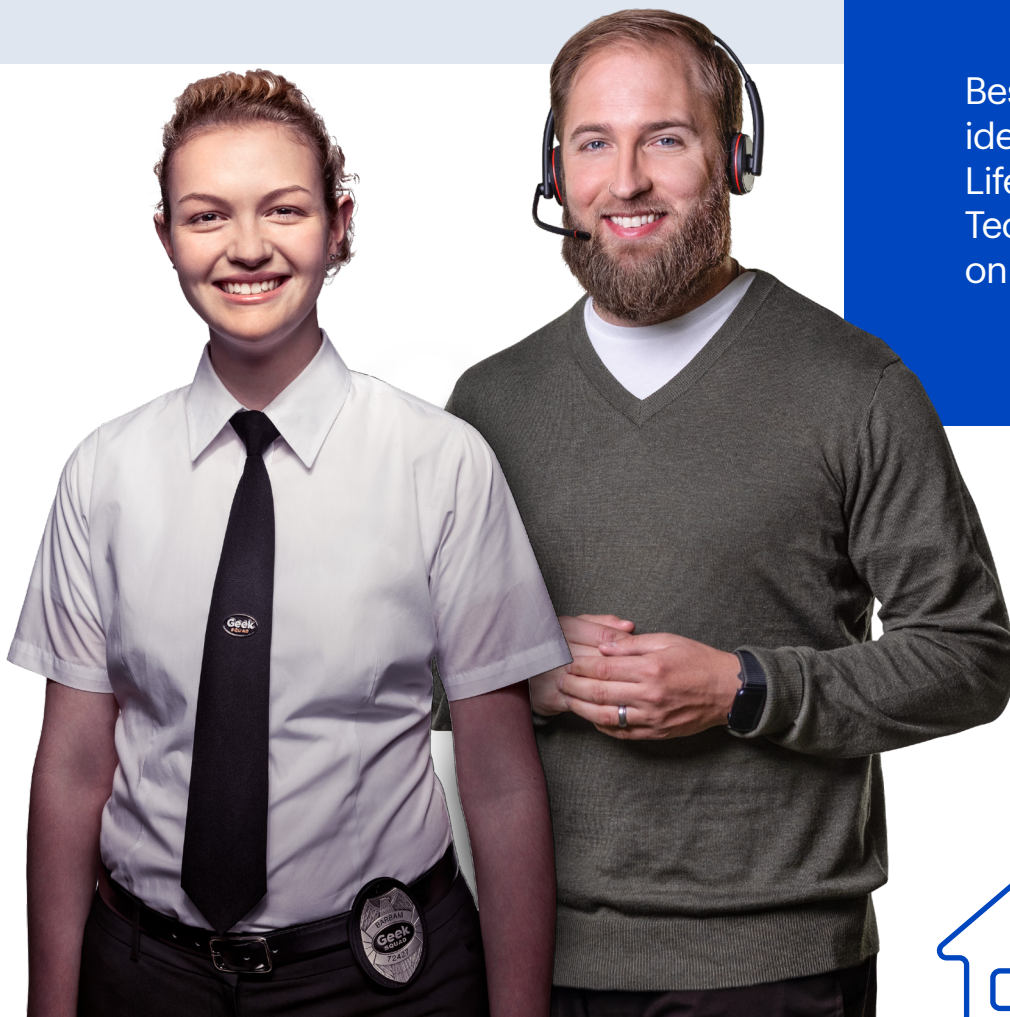
About our program

The Geek Squad Health Enabling Tech Program is designed to help older adults age at home by providing access to assistive and enabling technologies supported through home and community-based services technology waivers.

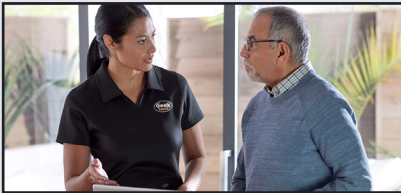
We leverage Best Buy's strong partnerships and nationwide supply chain to offer a broad selection of high-quality devices and services. In addition, we equip our trusted Geek Squad agents with specialized health training so they can deliver, install, and support the technology in the home—ensuring each solution works as intended to keep clients independent and safe.

Best Buy's extensive retail network and operational scale allow us to standardize costs and deliver a consistent, dependable in-home experience for clients, no matter where they live.

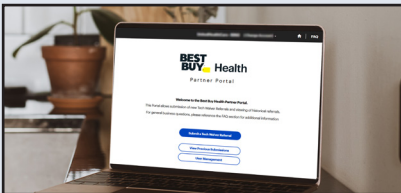
Best Buy Health may be identified at “LTL Link to Life” or “Critical Signal Technologies” depending on the state.



How it works



1. Assess needs



2. Match technology



3. Delivery technology



4. Install technology in the home



5. Provide ongoing support

Who is Geek Squad Health?

If you've visited a Best Buy store, you're probably familiar with our technology support team - the Geek Squad. What you may not know is that we also have health-trained Geek Squad agents who deliver specialized products and services directly in the home. Our agents undergo:

1. **HIPAA training**
2. **Licensing in your state to conduct health work**
3. **Background checks**

95%
Coverage of
continental U.S.

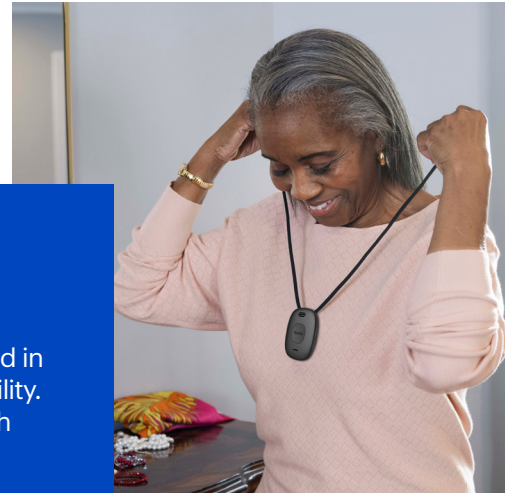
1100+
Geek Squad Health
agents

150+
In-home
appointments

40k+
In-home services/
support

90k+
Virtual support
interactions to date





What the program covers

The categories shown here are examples of enabling technologies commonly used in Medicaid HCBS programs, not a comprehensive catalog or a guarantee of availability. Examples are shown to highlight safety, access, and independence use cases, with final technology selection determined by state policy and individual care plans.

Client needs

Accessibility

Daily living support
Safety supervision

Environmental control

Memory/cognitive support
Communications

Emergency response

Fall safety
Independence

Social connection

Engagement
Quality of life

Enabling and assistive technology



Smart home

- Electrical plugs
- Garage controls
- Thermostats
- Locks and lights
- Wireless charging pads
- Microwaves



Smart assistant

- Medical alert devices (with fall detection)
- Sensors
- Smart calendars



Home security

- Video doorbells
- Security cameras
- Security lights



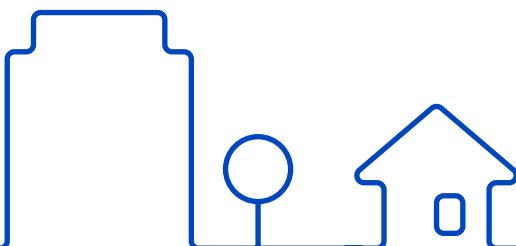
Networking

- Wi-Fi routers and extenders
- Mobile hotspots
- Network hubs



Entertainment

- Tablets
- Smart speakers



Technology use cases

Technology	Common use	Tech examples
Medical alert devices	• Call for help in emergencies • Detect falls automatically • Send alerts to caregivers or family • Provide 24/7 support	Lively Mobile2 LifeBeacon
Smart screens/tablets	• Watch content • Listen to music, audiobooks, or podcasts • Make calls for help • Video call family	Echo Show Apple iPad
Smart hubs	• Control connected devices (lights, thermostats, fans, heaters) • View live security feeds • Manage schedules • Get information (news, weather)	Nest Hub
Smart plugs	• Remotely control devices • Set schedules for lights, fans, heaters • Manage energy usage	Roku Smart Plug
Video doorbells	• Monitor entrances • Communicate remotely • Protect deliveries • Record video	Ring Doorbell Google Nest
Smart garage control	• Remotely open/close garage • Grant temporary access to visitors • Integrate with deliveries	Ring Chamberlain Smart Garage Control
Smart thermostat	• Reduce energy costs • Sense occupancy • Control temperature remotely • Voice-activated adjustments	Nest Thermostat
Smart lock	• Enable remote or keyless entry for visitors • Grant temporary access • Improve home security	Yale Assure Lock 2 Touch August Wi-Fi Smart Lock
Smart lights	• Motion-activated lighting for dark areas • Set schedules; save energy • Integrate with door/window sensors	Arlo Essential Cameras Ring Floodlight Cam
Wireless charging pad	• Easy charging for devices • Designed for limited dexterity • Supports vision impairment • Reduces cord clutter	Belkin Wireless Charger
Smart calendar	• Color-coded event tracking • Appointment reminders • Medication reminders	Google Nest Hub Echo Show
Smart microwave	• Automated cooking with preset times • Saves user preferences; • Reduces fire hazards	Basics Smart Microwave

Real world examples

Below are real-world examples of enabling and assistive technology provided by Best Buy Health, drawn from actual case manager care plans.

1

Video doorbell | Smart hub Smart lock:

A member with mobility challenges feared she would need to leave her home for a nursing facility after repeatedly missing meal deliveries she couldn't reach in time. Working with her case manager, a solution was put in place using Best Buy Health technology. Geek Squad installed a video doorbell, smart lock, and smart.



2

Smart plugs | Smart hub:

A member relied on a web of extension cords and power strips to control her lamps, fans, and heaters—creating serious tripping and electrical hazards. She was unwilling to give up her antique lamps or home setup, so a safer solution was needed. Smart plugs and a centralized Smart Hub replaced the cords, turning her existing devices into voice-controlled smart technology. The result: a safer, decluttered home that preserved her comfort and independence and supported her ability to move safely and maintain control over her environment.



3

Smart screens | Smart hub:

A member with arthritis struggled to read the newspaper and felt increasingly isolated at home. After a Geek Squad installation, his Echo Show became a hands-free “talking newspaper,” allowing him to listen to daily news and sports by voice. He also learned to make video calls with family and use voice commands to call for help during a mobility-related emergency. The technology reduced isolation, improved daily engagement, and provided greater independence and confidence that help was always within reach.



Learn more

For more information,
please reach out to
**PartnerEngagement@
BestBuy.com.**

**Connect with our
expert team today!**

