

- [Samantha] Today we are going to discuss the AbleNet funding services. This program is a way for speech language pathologists to prescribe an AAC device to students and clients by utilizing the medical insurance of children, adolescents, and adults, your clients and/or your students.

My name is Samantha Kalkowski. I am the Senior Business Development Manager with AbleNet. I am a speech language pathologist. I have worked in settings such as school districts, private practice, clinics, as well as SNF units. In school districts and in the clinics and private practices, I have always worked with birth through 21, and the clients and students that I always worked with required assistive technology and AAC. I am excited to discuss the AbleNet funding services with you today in order to support you to help your clients and students receive an AAC device.

There are three learning objectives for today's webinar. First, the learners will be able to identify three challenges to providing AAC to clients and students. Second, learners will be able to identify steps needed in order to fund a device using a student's or client's medical insurance. And third, learners will be able to identify three AAC device challenges post-delivery.

Today we will discuss AAC challenges that you may face when you want to prescribe an AAC device to your students and clients. We will also discuss the programs AbleNet has in place in order to help overcome these challenges so that there are no barriers in the way of your students and clients receiving an AAC device. We will also discuss the AbleNet's funding process, how the program works, ableCARE, and what are the next steps for you as a speech language pathologist in order to help your students and clients receive an AAC device.

So when we speak with speech language pathologists on a daily basis, these are the top three challenges we hear. For example, limited time and resources, post-delivery concerns, and knowledge of the funding process.

Limited time and resources. This is the number one challenge we hear on a daily basis. We don't want for you to have any challenges when it comes to your time and your resources. Therefore, we have different teams here at AbleNet that will support you every step of the way, from the benefit check, all the way up until your clients receive their device and beyond. So when you submit a benefit check through our website for the QuickTalker Freestyle AAC device, that request will go directly to our medical funding team. They are experts when it comes to working with the insurance companies as well as policies. They truly work hand in glove with the speech pathologist as well as the families in order for your students and clients to receive an AAC device, the QuickTalker Freestyle. So the first step in our program is a benefit check. When you submit a benefit check through our website, that request goes directly to our AbleNet medical funding team. This team, within 24 hours, will contact the parent or guardian to verify the insurance of your client or student. Next, they will contact the insurance company to determine if the insurance will fund the QuickTalker Freestyle. Lastly, they will also provide you with an online evaluation template to complete, which is specific to your student's and client's insurance. This template should only take you 15 to 30 minutes to complete. There are several reasons for this. The first reason is that the questions on the template are the only questions that are required by the insurance company to fund the device. Second, the ableCARE, the AbleNet medical funding team will provide you with an evaluation template that is a sample that has already been approved by the insurance company. And lastly, the AbleNet medical funding team is here to answer any questions that

you may have as you move forward through this process. The last role of the AbleNet medical funding team is that they will contact the family physician of your student or client to obtain the prescription that is required by the medical insurance for the QuickTalker Freestyle. So these are things that you do not have to do and take time out of your busy day. The reason is because our AbleNet medical funding team will do these things for you. So let's recap on what the AbleNet medical funding team will do for you. Once you submit a benefit check, that request will go directly to the medical funding team. Within 24 hours, they will contact the family to verify the insurance of your client or student. Next, they will contact the insurance company to determine if the insurance will fund the QuickTalker Freestyle. And third, they will contact the family physician to obtain the prescription that is required by the insurance for the QuickTalker Freestyle. And lastly, they will provide you with an online evaluation template to complete.

Parent concerns, number two challenge that we hear on a daily basis here at AbleNet. We want to ease parent concerns by setting them up for success. The way we do this is through our ableCARE product success team. This team is dedicated to support the parents as well as you as the speech language pathologist, and anyone else that's going to work with your clients and students. Their role is to answer any questions that you may have, provide you with support, which also includes technical support, they also provide you with an overview of the training on how do you operate the device, how do you program the app, as well as additional resources. This team and their service is always free. We want the client, the student, you, and the family to be successful. And most of all, we want your clients, your students, to have a voice, which is their necessary voice. So the ableCARE product success team is dedicated to support you and others. They are available Monday through Friday from 8:00 to 5:00 Central, and there's several ways to get in touch with them. One is through the website, as well as through our free app on iTunes and Google Play. Through the app, it is remarkable. You can FaceTime with them in real time, text them, call them, email them, even schedule a virtual meeting with them. They truly are here to support you and others so that your students and your clients are successful. We will also discuss how they support the five-year warranty of the device in just a moment.

Knowledge, the third challenge that we hear on a daily basis. We truly do not want you to have any stress or anxiety when you want to prescribe an AAC device to your students and clients. Therefore, we are going to work hand in glove with you and the family as well as the insurance company so that this program and this process is easy for you and fast and efficient for your clients and your students. We truly want every child, adolescent, and adult to have a voice, and we know that we need to support you and the family in order for this to happen. So, AbleNet medical funding team and our ableCARE product success team will work hand in glove with you, the family, and others so that your students and your clients are successful. Also, so that you and the family is successful. We want everyone to feel supported, and this is our promise to you.

Speed, efficiency, and service. We want to help you identify students or clients on your caseload that could benefit from an AAC device, specifically the QuickTalker Freestyle. We also want to support you every step of the way so that your students and clients have a voice. So we are going to talk about what our steps in our process are so that you are successful and move through this program with ease.

But first, let's talk about what makes us different than anyone else when you want to prescribe an AAC device. So with our dedicated team, we will do all of the work for you behind the scenes. So for example, I mentioned earlier that the first step in our program is a benefit check. The reason the benefit check is the number one step in our program is so that we can have two pieces of information that we believe are important up front. The first piece of information that we will receive within 24 hours of a benefit check is if the insurance will fund the QuickTalker Freestyle. The second piece of information is there a trial required for the QuickTalker Freestyle for your student or your client. These two pieces of information you will know up front before you do any work in order to prescribe an AAC device, the QuickTalker Freestyle. So as I mentioned before, the benefit check in our program is the very first step. I will show you exactly how to do that in just a moment, and it takes three minutes of your time. Two, our team is dedicated to collecting the insurance card information from the parent or guardian, as well as contacting the family physician to obtain the prescription. Also, they will send you the online evaluation template to complete. Once you complete it and hit submit on this form, it goes back to the medical funding team to review to make sure everything looks correct. This team will then send it to the insurance company on your behalf so that you, again, do not have to do those things. We truly want to take work off your shoulders and get you back to what you do best, providing speech and language therapy, consultation, and much more.

So the question I'd like to answer for you, who can benefit from the QuickTalker Freestyle AAC device? And the answer is every student, every client, and the reason is because there are many children, adolescents, and adults that benefit from no tech, low tech, easy tech, and mid tech. We believe that everyone can utilize these devices. Also, we believe that everyone can utilize a high tech device. Now more than ever, insurance companies are funding high tech devices for children, adolescents, and adults, which is incredible. Now, these children, adolescents, and adults can have a voice in every environment. Whether it is home, community, school, they can have their voice, where in the past, they may not have had the availability to have this as an option, but now they do, and we wanna help you help your students and clients receive their voice. With our device, the QuickTalker Freestyle, we can configure the device and the app to meet their needs where they are today, and as they grow, then our device will grow with them and help meet their needs tomorrow and in the future. So if you have a student or client that is currently using an easy tech or mid tech device, know that we can configure the QuickTalker Freestyle to mirror one of those devices. So for example, if your client or student is utilizing a BIGmack, which is essentially a one messenger or one message, then we can configure the app on the QuickTalker Freestyle to be a one-cell message, and so forth. So please, when you're looking at your caseload, really rethink AAC and who could benefit from a high tech device so that they have a voice in all environments.

How our program works. The first step is to identify all individuals who could benefit from an AAC device. With the ability choose any speech app, the QuickTalker Freestyle can work for individuals using no tech, low tech, mid tech, and high tech AAC. Step two is to submit a benefit check. The benefit check is found on our website, www.quicktalkerfreestyle.com. A benefit check is a form you complete to verify the medical insurance coverage before you spend the time showing it to the family, trialing the device with the student and client, or writing the speech evaluation. Step three, AbleNet handles all of the communication. Our dedicated team contacts the doctor for the

prescription in order to send to the insurance company. Our team also contacts the family for the insurance cards and to handle all the communication with the insurer. Step four, you write the speech evaluation as the speech language pathologist. All we ask the SLP to do is write the speech evaluation, and we even provide an easy-to-use template to help. Five, your students and clients receive their QuickTalker Freestyle, and is supported by our ableCARE product success team and program throughout the duration of the five-year warranty to ensure they meet their maximum potential.

Let's talk about ableCARE one more time. So if you remember correctly, the AbleNet medical funding team is the team you will work with once you submit your benefit check. ableCARE is the team you will work with as well as the family once your students or clients receive their QuickTalker Freestyle. ableCARE not only answers your questions, provides support, resources and training, but they also support the five-year warranty of the device. With our program, you as the speech language pathologist can prescribe any app that is on the iTunes Store. You truly with our program can select any app. With the five-year warranty, if the device were to break, malfunction, or the screen were to crack, contact ableCARE, and within 48 hours, they will ship a brand new QuickTalker Freestyle with the app to the family so that your client or student does not go one more day without their voice. The replacement device is no cost to your family. If the device were to break multiple times, ableCARE will replace the device multiple times, never a cost. What is also a feature of the five-year warranty is the flexibility to change the size of the device and the flexibility to change the app, at any time during the five years, never a cost to your families. For example, if you find two weeks, two months, two years down the road that the app you've selected, let's say for example CoughDrop, is no longer appropriate for your students or client, you contact ableCARE, and they will change the app to whatever you believe is appropriate for your client or student. They change it right then and there so your client or student, again, can continue with their communication, never a cost to your family or families. All those are features of our five-year warranty, never a cost. Let's go to the website so that I can share with you more information.

This is the quicktalkerfreestyle.com website. This is where you can come after today to learn more about the AbleNet funding services as well as the QuickTalker Freestyle AAC device. We also recommend that you share this information with the client and families you work with, so they also can learn more about the AbleNet funding services as well as the QuickTalker Freestyle AAC device. I do want bring your attention to this number here, 28.3 days. On average, when an SLP submits a benefit check for a client, on average, the clients are receiving their QuickTalker Freestyle in 28.3 days. This number, one, shows that we overnight the brand new QuickTalker Freestyle with the app you've selected to the family so that your client can start their communication journey. There is more information on this page. For example, these are testimonies of real speech language pathologists that have worked with AbleNet in order to obtain a QuickTalker Freestyle for their clients. I encourage you to watch their testimony and what their thoughts are on working with AbleNet in order to fund a QuickTalker Freestyle for their clients. Below the testimony section, you will notice a how to get started section as well as why work with AbleNet.

When you click on learn more, you are brought to this page that first will encourage you to start a conversation with a staff member from AbleNet in order for you to secure a QuickTalker Freestyle AAC device for your clients. A quick 20-minute conversation is all you need in order to learn more about

the AbleNet funding service, submit a benefit check, as well as discuss the QuickTalker Freestyle. You'll notice there are five steps in the communication journey. Step one, start the conversation with a staff member at AbleNet. Step two, submit a benefit check. This benefit check allows our AbleNet medical funding team to verify the medical insurance of your client to determine if the insurance will fund the QuickTalker Freestyle. Step three, AbleNet handles all the communication. For example, our AbleNet medical funding team will contact the family to verify the insurance of the client, next, they will contact the medical insurance to determine if the insurance will fund the QuickTalker Freestyle, and third, they will contact the family physician to collect the prescription that is required by insurance for the QuickTalker Freestyle. You and your family or school district or clinic do not need to do those things. That is the role of our AbleNet medical funding team, and we will do this on your behalf. Step four is to write the speech evaluation. This, once again, is an online, easy-to-use evaluation template that the AbleNet medical funding team will send to you. It should only take you minutes to complete, and 90% of those SLPs that use our process and tools receive insurance approval. Step five, once the insurance company approves the QuickTalker Freestyle, your client or student will receive their QuickTalker Freestyle so they can start their communication journey. Again, after today if you have additional questions, please start your communication journey with a quick 20-minute conversation with a staff member from AbleNet. We are happy to assist you.

Next, I'd like to go back to the home page and show you the support section in order for you to be able to receive the support that you need in order to support your clients and students. So if you click on support, next you will click on funding.

This is a way for you to contact the AbleNet medical funding team. As you can see on the right-hand side, there's several ways to get in touch with them Monday through Friday from 8:00 to 5:00 Central, either by telephone, email, or you can even schedule a virtual meeting with the AbleNet medical funding team. If you forget what the AbleNet medical funding team will do for you on your behalf to make this process easy for you, it is also located on this page what their role is. As I mentioned before, once you submit your benefit check, the AbleNet medical funding team will contact the family to verify the insurance. They will also contact the insurance company to determine if the insurance will fund the device. Next, they will contact the family physician in order to collect the prescription for them to submit to the insurance company. Again, you do not have to do those things. We just ask that as the SLP, you write the speech and language evaluation template that we send to you, and again, it's very easy and should just take you minutes.

I want to provide you with information on how to get in touch with the ableCARE product success team. So once again, through the website, you can click on support as well as product, and this page take you directly to the ableCARE product success team. This team is available Monday through Friday from 8:00 to 5:00 Central, and there's several ways to get in touch with them, again here on this page as well as through our free apps on iTunes and Google Play called ableCARE. Through this website, you can call them, email them, as well as schedule a virtual meeting with the ableCARE product success team. Not only is ableCARE's role to support you, they will also support classroom teachers, paraprofessionals, occupational therapists, as well as the family throughout the five-year warranty of the QuickTalker Freestyle. ableCARE also supports the five-year warranty. With the five-year warranty, again, just to recap, you do have the flexibility to change the size of the

device, change the communication app, as well as receive replacement devices. These features of the five-year warranty are no cost to the families, clinics, school districts, and such. What is also a feature of the five-year warranty, again, is on-demand support always free to use, and customized key guards. If your client or student has a QuickTalker Freestyle and they require a key guard, contact ableCARE in order for you and ableCARE to customize the key guard based on the specific app as well as the grid size. ableCARE is the one that will customize these key guards and ship to you for you to utilize with your client or student. The key guards with our QuickTalker Freestyle are never a cost to your family's clinic, school district, and such. On this website, you'll also notice a knowledge base section. This is available for you and others including classroom teachers, paraprofessionals, occupational therapists, families, and many more in order for you to obtain the knowledge that you need in order to be successful. This knowledge base section is available 24/7. If you have your phone on you or a tablet, please feel free to take a picture of either the iTunes QR code or the Google Play QR code. These codes will take you directly to the free app, ableCARE, in order for you to contact ableCARE. Through this app, there's several ways to get in touch with the ableCARE product success team. One is email, call by telephone, text, as well as FaceTime with this team in real time. They are here, once again, to support you and others Monday through Friday from 8:00 to 5:00 Central. If you have questions in regards to the warranty of the device, you most certainly can, again, click on support as well as warranty.

The product warranty page, you will find our five-year warranty and the warranty process, which you will click start warranty or ableCARE service request.

Next, I'd like to show you the QuickTalker Freestyle product as well as discuss the features of the device and the accessories. So I just clicked on the home page, and now I'm going to go to the QuickTalker Freestyle. You will notice on this page there's two different pages, overview and specifications. On the overview page, you will notice that you can download a brochure of the QuickTalker Freestyle. This is a wonderful brochure that you may keep for your record as well as provide to families. You will also notice that you have a section to learn more about the app and device size flexibility. Just to recap, you as a speech language pathologist can select any communication app on the iTunes Store for your client, and you can select one of the two sizes, the standard or the mini, of the QuickTalker Freestyle. Again, if you have questions, click on learn more. There's also a section for you to contact the ableCARE product success team in order to customize your key guards for your client or students. Once again, they are available Monday through Friday from 8:00 to 5:00 Central. You can call them, email them, and schedule a virtual meeting with the ableCARE product success team. If you have questions on how to obtain a QuickTalker Freestyle, please click on learn more. It takes 20 minutes to speak with an AbleNet staff member in order for you to learn the AbleNet funding service, as well as learn more about the device, and everything you need to know on how to obtain a speech device for your clients or students. And again, we do have on-demand support available throughout the five-year warranty from the ableCARE product success team. They are here to support you as the speech language pathologist, classroom teachers, paraprofessionals, occupational therapists, as well as the family and any other individual that's gonna work with your client or students throughout this journey. We want you to utilize the ableCARE product success team as many times as you need for you to be successful, as well as others. We want for your client and your students to have the best

communication journey they possibly can, so please, utilize this free service.

Let's scroll up and let's go to the specifications of the device. You will notice that we have two sizes. We have the standard and the mini. With our two size devices, if you have questions in regard to the specifications after today, please know that they are listed here on this page. The features that are included with the QuickTalker Freestyles are every device includes a durable case that you see as well as an additional layer of protection over the screen to reduce scratches and cracks. There is also a kickstand on the back for different positions, and both the standard and the mini do come with this detachable handle you see on top. Also, they come with a detachable shoulder strap. These features are no additional charge and they are covered under the five-year warranty. What is also included in our program are accessories. If a client or student requires an accessory such as a key guard, external speaker, a mounting system for a wheelchair, or switches, you will add that information into the evaluation template as your justification. That also notifies our team that we need to ship those accessories with the device. Those accessories are included under the five-year warranty.

Let's take a product tour of the device. As you can see, the durable case, the detachable handle, as well as the kickstand on the back for different positions. You will notice this grid. This is just an example of a size grid. If you have questions in regards to how do you operate the device, how do you program the communication app, how do I program the grid size, and so forth, ableCARE product success team is who you will contact to ask those questions. They are extremely knowledgeable in regards to how to operate this device as well as programmed communication apps, so please, once again, utilize their service if you have additional questions.

The next section that we will discuss today is your very first step, which is start the benefit check. So, for example, if you have a client or student that you believe this is a wonderful option for them for them to be able to communicate, your first step is to complete your benefit check. So I'm gonna click on start benefit check. This page does bring you to our HIPAA compliant form, and this benefit check should take you no longer than three minutes to complete. You will select I am a speech language pathologist. The first section is your contact information because you are prescribing the QuickTalker Freestyle AAC device. The second section is your client's or student's contact information. This is also their demographic information. Answer a few additional questions. If this question is not applicable, leave blank. Add the client's address, indicate their place of residence, and the third and final section is the parent or guardian contact information, first name, last name, email, as well as telephone. This is the individual that our AbleNet medical funding team will contact to verify the insurance of the client or student, sign a medical release form, and we collect the primary care physician contact information in order to collect the prescription for the QuickTalker Freestyle. Please know, as a part of our service, you do not have to do these three things. That is the role of our AbleNet medical funding team. The next question, do you have the client's insurance information? If you do, select yes, answer a few additional questions, however, if you do not, select no. As a part of our AbleNet funding service, our AbleNet medical funding team will do this for you on your behalf. Box is also optional. You most certainly can answer the question. However, if you have a family that speaks another language such as Spanish, French, and so forth, please indicate that here in this box and request a translator. We are able to translate languages throughout the United States. This notifies us

that we do need a translator prior to contacting the family. Three easy questions. Verify you're a human, and hit submit. That is all you need to do to start this process for your client or student to receive a QuickTalker Freestyle AAC device.

We do have a trial program. The trial program, the first step in that as well is your benefit check. So if you would like a trial period or a trial device, please submit a benefit check first. With our trial devices, this program is completely free, you can also request any accessory for your client or student, and our trial device comes with seven apps already installed for you to trial along with a data collection app. So please, if you are ready to secure a AAC device for your students, we encourage you to start the benefit check and allow the AbleNet medical funding team to help you with this process every step of the way.

I'd like to recap what we discussed today for this topic. You as a learner should be able to have identified three challenges to providing AAC to clients and students, identified steps needed in order to fund a device using a student and client's insurance, and identified three AAC device challenges post-delivery. This concludes our presentation for the AbleNet funding services. AbleNet would like to thank you for attending this webinar. Please visit our website at www.quicktalkerfreestyle.com to learn more about the AbleNet funding services. Thank you once again, and we hope you have a wonderful day.