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# Collecting Data to Help Facilitate an Insurance Request for Funding the QuickTalker Freestyle

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For general background as a parent, caregiver, or legal guardian when data collection is required to complete a successful, medically necessary, funding request for a QuickTalker Freestyle, the insurance company wants to ensure the device can be successfully used by the individual. Ensuring successful use includes but may not be limited to making sure the user can navigate key functions of the device like on/off, volume control, screen brightness, selection for communication options, etc. Successful use can also include the ability of the individual speech device user to select communication phrases independently or with managed queuing (see definition below). Additionally, it can be important for insurance to know the device can be used by the individual in a variety of settings (home, community, school, etc).

*All the above are just recommendations based on AbleNet's experience; each insurance firm may require different data or additional information before a QuickTalker Freestyle is approved as a medically necessary speech device.*

## Data Collection Sheet Definitions (see data collection sheet for reference):

**Location/Setting:** This is the location that the device is being used (examples include home, restaurant, park, grocery store, school, lunchroom, etc.)

> *Why – This information helps insurance know the individual using the speech device can successfully and relatively independently use the QuickTalker Freestyle device to express his or her own comments in a variety of locations typically visited by the user.*

**Message:** These are the different pictures, symbols, or icons that may be selected to create a unique message given the use circumstances. (an example: during breakfast (as noted by day and time) putting together the symbols that can have the QuickTalker Freestyle device communicate - I + want + banana – "I want a banana".]

> *Why – The messaging situation is very important to insurance firms that require data collection. The insurance company want to verify a user can put together different symbols to convey a message that is in context with that user's environment. Ideally, the insurance firm would like the symbol selection to be completely independent; however, some queueing is acceptable and will depend on the insurance firm's review staff of the complete file.*

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**Communication Partner:** This is the person that is helping to conduct the data collection at a given point in time. This is the person with the user of the device during the data collection. (Examples: teacher, parent, sister, caregiver, speech language pathologist, etc. Sometimes different communication partners maybe used during different trial situations)

*Why – Who is assisting or facilitating the trial is important to insurance. They want to know who is helping to support the use of the device. Insurance is not particular the support being any individual. The insurance companies are keenly interested in whether the user of the device needs on-going support.*

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**Used Device To:** (select all that apply) – These are the different communication situations or scenarios that are part of a typical trial analysis. They include common communication situations we all encounter during our day-to-day

- *Answer a Yes/No Question – This is having the user be able to answer a Yes/No question (example – Are you hungry?)*

- *Label an Object – This involves having the user of the device be able to label an object that may be near them or that someone is holding (Example: The Communication Partner holds up a banana; user selects the symbol for banana successfully identifying the object.). This helps insurance understand if the individual or user of the device can identify an object using a symbol while using his or her communication device (QuickTalker Freestyle).*

- *Request an Object – This is asking the individual or user of the device to request an object in the setting. This helps insurance understands if the individual can cognitively request an object and ask for it by using their QuickTalker Freestyle speech device.*

- *Request Help or Assistance – This is a phrase whereby the individual or user will request, as independently as possible, for help or assistance with something (Example: Could you show me to the bathroom?) The user would use the QuickTalker Freestyle to communicate their question or request.*

- *Answer a What, Where, or When Question – In this scenario the user of the device will be able to use their QuickTalker Freestyle to answer a particular open-ended question (Example: Communication Partner asks, "What time do you want to go to school today?" Device User answers, "I want to go at 7:00.")*

- *Express Wants or Needs – This scenario or phrase involves communicating something important to the individual using the device and that they can put the request together using their QuickTalker Freestyle. successfully express the need (Example: I need a drink of water.) Being able to communicate wants or needs would be an essential function of the user's capability when using a QuickTalker Freestyle. Insurance company reviewers see this as an important communication situation.*

- *Use 2-3-word Sentences – These are sentences that uses a limited set of words but can convey a thought, need, want, etc. (Examples: I like milk. I am cold. I am tired.)*

Functional Use – How to navigate to different pages on the QuickTalker Freestyle using the selected communication app on the device.

- *Navigate Pages – Many communication applications will come with pre-loaded common phrases we all would use in our day-to-day communication. As you may have guessed there can be a lot of different phrases that are considered common so it may require the user to move from one screen or page to another screen or page so they can make their selection of the phrase they are looking for. Additionally, many QuickTalker Freestyle users can create longer phrases or communication strings that may require navigation to a different page. Having this data allows the insurance firm to see that the user can move from page to page to help make an appropriate selection under a specific communication circumstance or communicate longer phrases to their Communication Partner(s).*

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**Level of Cueing:** The level of cueing is really the support a QuickTalker Freestyle device user needs to get started creating a communication response or generating a response. Below are various levels of cueing necessary to assist the device user in using their QuickTalker Freestyle device supported by their Communication Partner. How to determine the difference between minimal, moderate, and maximum are highly dependent on the different insurance reviewers, so AbleNet will provide you with what we see as common cueing definitions but these are just our best judgements based on our experience, feel free to suggest something different if you feel something is minimal versus moderate.

- *Independent – This would require no prompting at all, and user can successfully use the device and make selections without guidance of any nature - no prompting.*

- *Minimal – This would be modest intervention to help the user locate something on the device to start the communication process. These are typically voice or verbal cues only and would not necessarily have the Communication Partner pointing to the device.*

- *Moderate – This type of intervention or support for the user would involve more visual or physical prompting in which the Communication Partner may point at different symbols on the device to get the communication process started.*

- *Maximum – Maximum cueing or support would include a blend or combination of both verbal cueing as well as assistance with visual promoting in order to help the QuickTalker Freestyle user successfully use the device.*

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**Type of Cueing:** Level of cueing and type of cueing typically go together. The level of cueing helps the insurance reviewer determine how independent the individual or user of the device might be. The type of cueing provides the extent to which support is needed by a Communication Partner. Insurance reviewers want the QuickTalker Freestyle user to be as independent as possible which will ensure the device is successfully used even if people are not there to help them out.

- *Verbal Prompt: Is typically when a Communication Partner directs the device user using their own words to help convey or communicate information. Coaching a user to "use your words" may qualify as a verbal prompt.*

- *Visual Prompt: This is when the Communication Partner points to the device to help the user make selections for the QuickTalker Freestyle device user. The Communication partner does not necessary select the actual phrase or word but rather points to it on the screen or page.*

- *Physical Prompt: This is typically when the Communication Partner helps the user makes his or her selection by essentially directing the device user to make the physical selection. This action is typically called hand-over-hand (HOH) which is when the Communication Partner is placing their hand over the client's and directing the choices that are made.*

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