

ableExperience for Families: Funding Process FAQ

Getting a speech-generating device for your loved one shouldn't feel complicated. That's why the ableExperience for Families Team is here to guide you!

This FAQ walks you through the funding process for the QuickTalker Freestyle. You'll find clear answers about what documents you need, who signs what, and what to expect along the way. We're here to support you at every step.

→ What is ableExperience for Families?

The ableExperience for Families provides a hands-on opportunity with your QuickTalker Freestyle. After you submit a **Benefit Check** and AbleNet determines whether benefits for a speech device are available, you'll receive a QuickTalker Freestyle. Using the device allows everyone to learn and determine the best outcomes. You keep the hands-on device until funding is approved or you determine it's not the right fit.

- No scary contracts, rental agreements, or fees to have a hands-on experience with the QuickTalker Freestyle.
- The device can come with any speech app from the App Store.
- Accidents happen; you'll never be charged for a damaged or lost/stolen device.
- There is no obligation to proceed. We'll coordinate sending it back if it's not the right fit.

→ What is a Benefit Check?

We believe the best way to know if the QuickTalker Freestyle is the right communication device for your child is to have the opportunity to try it in everyday life.

To receive a QuickTalker Freestyle, the first step is to complete a Benefit Check. This process allows our team to review your insurance benefits and determine whether coverage is available for a **speech-generating device (SGD)**, which is classified as Durable Medical Equipment (DME). Afterward, we will share our findings with you and guide you through the next steps for obtaining insurance funding.

Once you complete your Benefit Check, you will begin your ableExperience for Families journey. During this process, you will receive a QuickTalker Freestyle to try at home. Our team will manage communication with your insurance, allowing you to concentrate on what matters most: helping your child start communicating with their device.

Please note: *You're never locked into the process. If at any time you decide to stop, you can return the QuickTalker Freestyle.*

→ Can my loved one try the QuickTalker Freestyle without committing to purchasing it?

Yes! After we receive your signed **parent/caregiver form**, we ship the QuickTalker Freestyle right away so your loved one can try it in their everyday environment. This gives users a hands-on opportunity to explore the device and see if it's a good fit for their communication needs.

→ Can my loved one use their QuickTalker Freestyle at home?

Yes! We encourage your loved one to take their voice wherever they go, including at home, so they can practice and communicate in all their daily environments.

→ Why would my loved one's device ship to our speech therapist instead of our home?

In many cases, families choose to have the QuickTalker Freestyle shipped to their speech therapist for device setup and personalization.

Some insurance plans require clients to provide proof of delivery to their home. If this requirement applies, AbleNet may update the shipment to your home and will notify you of the change.

If the device has been shipped to your home, bring the QuickTalker Freestyle to your next speech therapy session. Your SLP can help you and your loved one set it up together, making the process smooth and enjoyable!

Device Information

→ What is a speech-generating device (SGD)?

A **speech-generating device (SGD)** is a tool that helps people communicate by speaking out loud. Sometimes called a “voice output communication aid” or a “medical speech device,” an SGD allows a person to select words, pictures, or symbols on a screen, and the device will say the message aloud.

SGDs support or replace speech for individuals with significant speech challenges, helping them express their thoughts, needs, and ideas with others.

How do I add a speech app to my ableExperience device?

To add a speech app to your device:

1. Connect the device to WiFi
2. Scan the QR code on the device’s splash screen or visit: [Request to Add a Speech App](#)
3. Complete and submit the request form
4. A member of ableCARE will assign the app to your device and it will automatically download. You’ll receive a confirmation email when the app is assigned.

**If additional information is needed, a member of the ableCARE team will email you to request details before the app is added.*

→ How do I change the device size of my QuickTalker Freestyle?

If you need to change the device size, please submit a request through our warranty/support portal: [Warranty Request](#). Our team will guide you through the process.

→ What comes with the QuickTalker Freestyle?

The QuickTalker Freestyle comes pre-loaded with your selected speech application and includes a protective case and charger.

If you need additional accessories for your device, you can submit an [Accessory Request](#).

→ Where do I order accessories?

Take a look at [accessories available](#) for your QuickTalker Freestyle. Then, you can request additional accessories using the [Accessory Request Form](#).

Funding and Insurance

→ How long does the funding process take?

The timeline varies based on your insurance plan, receipt of the speech evaluation, and submission of required medical documentation

Once we have all the necessary information, we usually receive an insurance decision in about two weeks.

→ How long do I keep the device?

The ableExperience for Families program allows you to keep the device throughout the funding process. Once your insurance approves coverage, the device is yours!

The device is also covered under our 5-year warranty.

Parent/Caregiver and Medical Forms

→ What is the Parent/Caregiver Form?

The **Parent/Caregiver Form** gives AbleNet permission to contact your loved one's speech therapist and primary care doctor to obtain the necessary documents for the device while remaining HIPAA compliant.

Within this form, you will also:

- Sign the **Medical Release** form
- Grant AbleNet permission to use technology to contact you (e.g., text messages, phone calls)
- Agree to the **End-User License Agreement**, which is required for the speech app

This ensures that your loved one can use their device safely and effectively.

→ I don't want to sign the Parent/Caregiver Form until I have a conversation with my SLP—is that okay?

Yes! That's completely fine. Signing the parent/caregiver form does not lock you into the process. You can opt out and close your file at any time without any fees.

→ Who should sign the Medical Release form?

- **Legal Guardian:** if the patient is a minor or unable to sign
- **Patient:** if the patient is not a minor and fully understands the document. If a physical disability prevents a full signature the patient may sign with an "X."

Documentation and Prescriptions

→ What documents are required by insurance for the QuickTalker Freestyle?

- **Medical Release:** Signed at the start of the funding process
- **Speech Evaluation:** Submitted by the speech therapist once insurance requirements are met.
- **Physician Order Form:** Completed by the client's doctor to confirm the QuickTalker Freestyle is medically necessary

→ Why does AbleNet need to reach out to my loved one's primary care doctor?

While speech therapists can evaluate and diagnose speech challenges, they cannot write a prescription for the device. Some insurance companies require documentation from a doctor—sometimes within a specific time frame—to approve the QuickTalker Freestyle.

→ Why is a prescription required for my loved one's speech device?

Speech devices are considered **Durable Medical Equipment (DME)**, similar to a CPAP machine.

A prescription is required so that your insurance provider can pay for the device.

→ Does the prescribing doctor have to be my loved one's primary care physician?

Not always. Some insurance providers require a Doctor of Medicine (MD) or Doctor of Osteopathic Medicine (DO) to sign the DME order, chart notes, and other forms. Others allow nurse practitioners, physician assistants, or other qualified healthcare providers.

Important: Specialty doctors such as psychiatrists or emergency medicine (ER) doctors should not be asked to sign the DME order.

→ Why does my speech therapist need to write an evaluation?

Insurance companies require a speech evaluation from a licensed speech therapist to consider funding. Each insurance company may have specific requirements for the evaluation.

→ What if my insurance requires examples of device use at home?

Some insurance companies ask for examples of how the QuickTalker Freestyle is used in everyday life—at home, school, therapy, or in the community.

Even if not required, tracking these moments can be helpful to show how the device supports communication.

Our Family Example Tracker makes it easy to log examples on the go from your phone. To get your personal link, [set up an ableExperience meeting](#).

Liability and Warranty

→ Who is liable if the device becomes damaged or is lost or stolen?

You are not responsible for any damage, loss, or theft that may occur during the ableExperience hands-on period.

If your device becomes damaged, lost, or stolen, please [submit a Warranty Request](#).

Returning the Device

→ What if we decide not to keep the QuickTalker Freestyle?

There is no obligation to proceed. If the QuickTalker Freestyle isn't the right fit, we'll help you return it. AbleNet will provide a pre-paid return shipping label.

→ How do I return an ableExperience QuickTalker Freestyle device?

Important Note: If you are requesting a warranty or a funded device return, please get in touch with our [Customer Experience team](#) or give them a call at (651) 294-2200.

If you decide to return your ableExperience device, AbleNet will provide you with a pre-paid return shipping label.

Once you receive your pre-paid return shipping label:

1. Place your device into the ableExperience shipping box that your device came in, with the screen facing the bottom of the box. If you no longer have that box, any sturdy box will do!
2. Place the pre-paid return shipping label on top of the box over the original shipping label.
3. Close the box using the pre-applied peel-and-stick tape. Press firmly to ensure the box seals shut.
4. You can drop off the box at any [UPS location](#).
5. Once AbleNet receives your returned device, you will receive an email notification.

If you need help returning your device, contact [AbleNet's Funding Team](#).

→ I can't find my pre-paid return label. What do I do?

If you are unable to find your pre-paid return label, you can create a new one.

- [Start Here](#)
- Select **Continue As Guest**
- Enter the requested information
 - o Label Delivery Method:
 - ◆ **Digital QR Code:** You will bring your package to a UPS store, and they will print the label for you and apply it to your box.
 - ◆ **Print Label At Home:** You will print the label and attach it to the box.
- **Order Number:** Enter your [Funding Number \(FN\) number](#)

Downloads

→ [Data Collection Sheets for Insurance Funding](#)