Obtaining a speech generating device.

## Who you should contact:

Process is in the hands of your SLP. You can contact them with any questions!

Process is in the hands of Forbes
AAC. Contact your local ATS for any
relevant questions.

Process is in the hands of Forbes AAC funding team. Contact them at 419.589.7688 or funding@forbesaac.com with any questions!

Process is in the hands of your insurance company. You can contact them by calling the number on the back of your insurance cards with any questions!

Schedule an AAC evaluation with your Speech Language Pathologist

Following the evaluation, your SLP will make their recommendation

If they recommend for a trial device...

- 1. Your SLP will submit a loan packet through our electronic system
- 2. Your child will then be placed on a waitlist until the appropriate device becomes available
  - 3. Once it is available, the device will be shipped
- 4. Your trial period will then last two weeks. At that time you, or your SLP, will ship the device back to Forbes AAC
  - 5. Next, you will have a follow-up appointment with your SLP to determine next steps
- 6. If they decide to push to purchase, they will write an addendum and submit to Forbes AAC.
- 7. THEN, the purchase process begins

If they recommend to purchase a device...

- 1. Your SLP will write a report & gather the appropriate documentation for insurance, then will send it to your Forbes AAC rep
- 2. Your Forbes AAC rep sends a CMN to your doctor to be signed and faxed back
- 3. Once all documents have been collected & completed properly, THEN it gets transferred to funding team
- 4. Funding will submit a *Prior*Authorization to your insurance company,
  which could take up to 30-45 days
- Once the prior authorization is obtained by Forbes AAC, the funding team will submit the claim to insurance, which could take 30-45 days
  - When the claim has been processed, insurance will send a check directly to Forbes AAC
- 7. Once Forbes AAC has the check, we will begin to build your order
- 8. After all components of your order have been built, it is ready to be shipped to you!
- \*If you have two forms of insurances, steps 4-6 must happen for each form before moving on to step #7.

As always, if you have any questions or do not know who to contact for questions, feel free to reach out to your Forbes AAC representative.

## **Forbes AAC**

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