Expression Yourself

LINCARE
A Linde company®

FAQ's answered with augmentative and alternative communication (AAC)

Q: How long is your warranty?

A: The Expression Series™ speech-generating devices are covered under a 3-year warranty.

Q: Do you have a portal for submitting paperwork?

A: We do not have a portal. Our trial and funding packets are available on our website www.lincareaac.com/fundingyourdevice. These are downloadable, fillable PDFs. Once completed, you can submit these forms via email; NHCOrders@lincare.com or fax; 928.556.0709. These forms are available in both English and Spanish.

Q: What insurance do you take?

A: Lincare AAC® is contracted with most commercial insurance companies, and we work with both Medicare and Medicaid. We are happy to check the benefits for your client to ensure that we are in-network. Reach out to your Lincare AAC rep for more information.

Q: Do you do trials?

A: Yes! We do client trials. You pick the size of the device and up to two robust AAC software options and we will ship that out to your client.

Q: What if I need a device for an evaluation?

A: If you need a device for your evaluation, reach out to your AAC rep and they can get that set up for you. You pick the size device and up to two robust AAC apps to conduct your evaluation.

Q: What size devices do you have?

A: The Expression Series speech-generating devices are available in four sizes; **Expression Micro** 6.3" screen, **Expression Mini** 8.3" screen, **Expression Classic** 10.9" screen, and **Expression Supreme** 13" screen.

Q: What software do you have on your devices?

A: You choose the commercially available, robust AAC app that is available in the App Store (We do not load TD Snap on our SGD's)

Q: What if my client needs an alternative access method?

A: We work with many vendors and can fill requests for alternative access tools including switches, Bluetooth switches, switch adapters, stylus, etc. If your client needs eye gaze, we work with leaders in eye gaze technology to bring you a variety of eye gaze solutions.

Q: Can my client use environmental controls with their Expression Series device?

A: Yes, in fact, many AAC apps come preloaded with wake commands to activate environmental control devices, such as smart speakers.

Q: Can I get keyguards and mounts?

A: Yes! We work with Keyguard AT to create custom keyguards for your Expression device with your recommended app, grid size, and specifications. We work with most mounting companies to meet your client's mounting needs.

Q: What is bundled with my Expression Series device?

A: Our devices are bundled with three accessories including a wearable Bluetooth speaker, shoulder strap, and carrying case. There is no additional cost for these items.

Q: What type of technical support do I receive?

A: Customer and technical Support are available Monday through Friday 8:30-4:30 AZ MST. You can contact them at 877.893.5305. You can also reach out to your AAC sales rep for assistance.

Q: What languages do you offer with your software for non-English speaking users?

A: Languages availability depends on the AAC app that is recommended. If you need assistance with determining what app has the language that your user needs, please contact your Lincare AAC sales rep.

Contact information

Customer support 877.893.5305, option 1, Technical support 877.893.5305, option 2

Lincare AAC®
Augmentative. Alternative. Communication.