

Frequently Asked Questions: Continuous Glucose Monitoring

Type 1 Diabetes; Age 21 Years and Over; Valid Concessional Status; High Clinical Needs

Q. What does over 21 with high clinical needs mean?

A. To be eligible to access subsidised continuous glucose monitoring (CGM) products through the National Diabetes Services Scheme (NDSS), the person must:

- Be 21 years or older
- Have and maintain valid concessional status
- Meet certain high clinical needs criteria as assessed by an authorised health professional.

An authorised health professional must certify that the person meets ALL of the following clinical needs criteria:

- The person is expected to benefit clinically from the use of CGM; **and**
- The person, or their family/carer, has the willingness and capability to use CGM; **and**
- The person, or their family/carer, has the commitment to actively participate in a diabetes management plan that incorporates CGM; **and**
- The person has experienced one or more episodes of hypoglycaemia within the last 12 months, with significant cognitive impairment requiring third-party assistance for recovery. The person is required to provide the details of the third- party assistance that they required, which must be either an ambulance attendance and/or a hospital attendance or admission. The required details of the ambulance attendance and/or hospitalisation include the date, month, year and location; **and**
- The person meets an assessment of significantly impaired awareness of hypoglycaemia using the [Clarke Survey](#) – with a score of 4 or above indicating significantly impaired awareness of hypoglycaemia.

You can check the concessional status included and all the criteria on the Eligibility Assessment Form, available [here](#).

Q. What does over 21 with concessional status mean?

A. To be eligible, it is mandatory for people with type 1 diabetes who are 21 years or older to have and maintain valid concessional status as outlined in the following table:

Concession Types
Commonwealth Seniors Health Card (as issued by DHS* or DVA**)
Commonwealth Pensioner Concession Card (as issued by DHS or DVA)
Commonwealth Health Care Card (as issued by DHS or DVA)
DVA Gold Card
DVA White Card
Identifies as an Aboriginal and/or Torres Strait Islander person

**DHS Department of Human Services*

***DVA Department of Veterans' Affairs*

On seeking an assessment of their eligibility to participate in the CGM Initiative, the person or their family/carer must provide the details of the type of concession they hold (e.g., Health Care Card, Pensioner Card, or identify as Aboriginal or Torres Strait Islander person etc.). The person holding a concession card, or their family/carer, will have to provide the identifying number and the expiry date on the card.

The person or their family/carer provides their signature, declaring the information they have provided is true and correct, and acknowledging that the provision of false or misleading information is a serious offence.

Q. Are there any exceptions to concessional status?

A. To be eligible, it is mandatory for people with type 1 diabetes who are 21 years or older to have and maintain valid concessional status, which is consistent with existing NDSS concessional arrangements but excludes the Safety Net Concession Card (SNCC) and the Safety Net Entitlement Card (SNEC) categories.

On seeking an assessment of their eligibility to participate in the CGM Initiative, the person or their family/carer must provide the details of the type of concession they hold (e.g., Health Care Card, Pensioner Card, or identify as Aboriginal or Torres Strait Islander person etc.). The person holding the concession card, or their family/carer, will have to provide the identifying number, and the expiry date on the card.

The person or their family/carer signs the [Eligibility Assessment Form](#), declaring the information they have provided is true and correct, and acknowledging that the provision of false or misleading information is a serious offence.

Q. When can my access start?

A. People who are 21 years old or older with type 1 diabetes and have valid concessional status and certain high clinical needs will be able to apply from 1 March 2019. They will need to complete an Eligibility Assessment Form, found [here](#).

Q. If I have high clinical needs now but stabilise later, will I lose eligibility?

A. Once an eligible person is certified as having a 'high clinical need', this access to CGM is ongoing. However, they would still need to have and maintain valid concessional status, as outlined in the following list:

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Q. Am I eligible if I have not been hospitalised or had ambulance assistance?

A. The eligibility criteria have been developed to ensure that those with type 1 diabetes who have the highest clinical needs, as assessed by an authorised health professional, receive access to fully subsidised CGM. If your authorised health professional has taken reasonable steps to assure themselves that ambulance assistance or hospitalisation was required for you (with details of date, month, year and location), they may choose to certify your eligibility. More information about a possible alternative pathway for access to CGM through the NDSS is outlined in the next question and answer.

Q. My health professional feels my clinical needs are high even though I do not meet the specific clinical criteria. Can my circumstances be considered?

A. If you do not meet the specific clinical criteria but your authorised health professional believes you have an equivalent level of 'high risk/high clinical need', your circumstances may be considered.

In exceptional circumstances, consideration may be given on a case-by-case basis, noting these will be considered by an appropriately constituted expert panel established by Diabetes Australia that will provide a recommendation to the Department of Health.

Q. Why is there support only for some people, and not for everyone who needs it?

A. The latest decision to extend glucose-monitoring support is in line with the Government’s aim to help more people with diabetes, specifically those with high clinical needs. The Government provides considerable support to people with diabetes, including those people not eligible for the CGM Initiative. This includes subsidising essential medicines, like insulin, under the Pharmaceutical Benefits Scheme and diabetes-related products through the NDSS.

Q. I feel I may have a very high clinical need for CGM. Am I eligible?

A. We certainly do understand that everyone living with type 1 diabetes has specific clinical needs that require special consideration. However, for the purpose of the extended CGM Initiative, access is prioritised for those with very high clinical needs. Your clinical need for CGM must be assessed by an authorised health professional. Once they certify that you meet all the clinical needs criteria listed on the assessment form and you have valid concessional status, you are eligible to apply.

Q. What happens when my concessional status expires? Do I lose eligibility?

A. One of the mandatory eligibility criteria is having and maintaining valid concessional status, as outlined in the table below. Once the person’s concessional status through the CGM Initiative is validated, it allows access for a period of 12 months, after which it must be revalidated every 12 months to maintain eligibility. If your concession card is not valid at the end of your 12-month access period, you are no longer eligible — your access is suspended until your concessional status is revalidated. You need to make sure that your concession details are accurately provided and maintained with the NDSS. You can update your NDSS details [here](#) using the Personal Details Update Form.

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**DVA Department of Veterans’ Affairs

On seeking an assessment of eligibility to participate in the CGM Initiative, the person or family/carer will be required to provide the details of the type of concession they hold (e.g., Health Care Card, Pensioner Card, or identify as an Aboriginal or Torres Strait Islander person, etc.).

The person holding the concession card, or their family/carer, will have to provide the identifying number, and the expiry date on the card. The person or their family/carer provides their signature, declaring the information they have provided is true and correct, and acknowledging that the provision of false or misleading information is a serious offence.

Q. I am turning 21 soon. I currently have subsidised access to CGM, will I automatically be eligible to continue my access to CGM?

A. Eligibility for the 'Type 1; Age 21 years and over, concessional status and high clinical need' group is not automatic. The eligibility criteria for the '[Type 1 Diabetes: Age Under 21](#)' group are different. For more information on specific eligibility criteria, click [here](#).

Before you turn 21, you need to talk to your health professional about your clinical needs – what the best options to monitor your glucose levels are, as well as what alternative options are available to you via the NDSS. If you have valid concessional status, have type 1 diabetes and are 21 years or older, talk to your health professional about your needs.

Q. I'm a type 1 who has severe low sugars most days. Am I eligible?

A. To be eligible to access CGM in this eligibility group, the person must meet the following criteria:

- Be 21 years or older
- Have and maintain valid concessional status
- Meet certain high clinical needs criteria as assessed by an authorised health professional.

An authorised health professional must certify that the person meets all of the following clinical needs criteria:

- The person is expected to benefit clinically from the use of CGM; **and**
- The person, or their family/carer, has the willingness and capability to use CGM; **and**
- The person, or their family/carer, has the commitment to actively participating in a diabetes management plan that incorporates CGM; **and**
- The person has experienced one or more episodes of hypoglycaemia within the last 12 months, with significant cognitive impairment requiring third-party assistance for recovery. The person is required to provide the details of the third-party assistance that they required, which must be either an ambulance attendance and/or a hospital attendance or admission. The required details of the ambulance attendance and/or hospitalisation include the date, month, year and location; **and**

- The person meets an assessment of significantly impaired awareness of hypoglycaemia using the [Clarke Survey](#) – with a score of 4 or above indicating significantly impaired awareness of hypoglycaemia.

You can also talk to your authorised health professional and check the criteria on the Eligibility Assessment Form, available [here](#).

Q. Are aged pensioners included?

- A. People who hold a valid aged pension card and meet the other eligibility criteria in the 'Type 1; Age 21 years and over, concessional status and high clinical need' group can access fully subsidised CGM through the NDSS. For more information on specific eligibility criteria, click [here](#).

Q. What benefits are there for the elderly or older people?

- A. Elderly people have also been considered, in line with the Government's aim to help those with high clinical needs. The benefits are available to all those who hold a valid pension card and meet the eligibility criteria for the 'Type 1; Age 21 years and over, concessional status and high clinical need' group. For more information on specific eligibility criteria, click [here](#).

Q. If I am eligible, do I have to change my device?

- A. There is no need to change the device you use if it is available through the NDSS. You should consult with your authorised health professional to assess whether CGM will benefit you, and if yes, ensure that you are using the device best-suited to your clinical needs. You can find out more about the devices available through the NDSS [here](#).

Q. How does someone choose to opt out of the initiative?

- A. If you and your authorised health professional determine that you are not benefitting from and can stop using CGM, [a Continuous Glucose Monitoring Update or Termination Form](#) needs to be completed, signed and submitted according to the details on the form.

Q. When will the Medtronic Guardian (3) transmitters and sensor be available through the NDSS?

- A. Subsidised access through the NDSS to the products on the Medtronic Guardian (3) platform will start on 1 April 2019. All the eligibility assessment forms are available [here](#). You can read more about the CGM Initiative, eligibility criteria, and the application process [here](#).

Q. My NDSS Access Point (usually a community pharmacy) says my choice of device is not covered under the subsidy. Why is my choice being restricted?

- A. Click [here](#) for a list of the various devices subsidised through the NDSS that you can choose from. This chart also includes information about which CGM devices are

compatible with the various insulin pumps. There is no restriction in the choice of device from this list. You can discuss with your health professional which one is best- suited to your needs.

The selection of appropriate CGM devices should be made by the authorised health professional based on their clinical assessment and in consultation with you. This assessment should consider the indicated use for each of the device, noting that **not all products may be appropriate for all eligibility groups.**

Q. Who decides if a person meets the criteria?

A. The authorised health professionals to certify eligibility include the following:

- Endocrinologist
- Diabetologist
- Credentialed diabetes educator
- Another registered health professional who specialises in diabetes
 - o Physician
 - o Nurse practitioner.

Q. Is there a deadline to apply for the subsidies?

A. There is no deadline to apply. There is no limit to how many eligible people can apply. If you're eligible, you are eligible.

Q. Is there any co-payment clause or condition we need to know about?

A. There will be no co-payment involved. The Government is expanding subsidised access to CGM to support more people with type 1 diabetes, specifically those with certain high clinical needs.

Q. How are the subsidies going to help those who are eligible?

A. Accessing fully subsidised CGM products through the CGM Initiative could save eligible people up to \$7,000 per year.

Q. Will this change impact the process through which I currently get my NDSS products and services?

A. There is no change in *how* to access your subsidised diabetes products. Your local Access Point will continue to provide subsidised NDSS products. Please note that Access Points will not have CGM products on the shelf. These will have to be ordered. To allow enough time for your new supplies to arrive, we recommend that you order one week prior to needing them. There are no other changes to how you access NDSS products, such as insulin pen needles and blood glucose test strips.

Q. Are health professionals and Access Points aware of this change?

A. The Department of Health will be writing to health professionals and Access Points to inform them about the extension of subsidies to glucose-monitoring supplies through the NDSS. We encourage you to talk to your health professional to determine whether CGM will clinically benefit you.

Q. What is CGM?

A. A CGM device is a small wearable device that measures glucose levels throughout the day and night. It has alarms to let the user know if glucose levels are getting too low or too high, and what their glucose level is at any time, and whether it is stable or on the way up or down. These devices reduce the frequency of daily finger prick blood glucose checks. Some devices can work in conjunction with a compatible insulin pump, while others send information to a receiver or an application (app) via a smartphone. Click [here](#) for more information.

Q. What is the benefit of using CGM?

A. Using CGM may be helpful when managing type 1 diabetes. It may reduce stress, anxiety, and unscheduled visits to the hospital because of hypoglycaemia or hyperglycaemia. You can talk to your diabetes health professional to determine if CGM is suited to your needs and will clinically benefit you.