

Frequently Asked Questions for Health Professionals

Special Consideration Applications Continuous Glucose Monitoring

Q. Can people that may not meet the criteria for accessing subsidised continuous glucose monitoring products through the NDSS be granted access in exceptional circumstances?

A. In exceptional circumstances, consideration may be given to applications on a case-by-case basis. These applications will be reviewed by an appropriately constituted expert committee established by Diabetes Australia that will provide a recommendation to the Department of Health, which will be the deciding body for all these cases.

Q. How do I determine if a person's needs are 'equivalent' to the high risk/high clinical needs specified for eligibility to access subsidised products in the *Age 21 years and over, with concessional status and high clinical needs* category under the Continuous Glucose Monitoring Initiative?

A. Someone with 'equivalent' needs may include a person who may have met the criteria before they started a specific treatment, and this treatment alleviated the risk of the kinds of episodes listed as criteria for access to continuous glucose monitoring products in this category. Another example could be of someone who had an episode of severe hypoglycaemia more than 12 months ago, had third-party assistance (either ambulance attendance or hospital attendance), and has since used continuous glucose monitoring as part of their diabetes management plan.

Q. If someone in the *Age 21 years and over, with concessional status and high clinical needs* category has self-reported having severe hypoglycaemia with evidence of significant cognitive impairment, can they apply for a special consideration?

A. Self-reporting is not enough. Supporting documentation certified by an authorised health professional is mandatory for the review of any special consideration application.

Q. What is the process to apply for a special consideration?

A. To apply for special consideration to access subsidised continuous glucose monitoring products, a completed relevant eligibility assessment form, together with supporting documentation outlining the assessment of 'equivalent' need, must be prepared and certified by an authorised health professional. The completed and certified eligibility assessment form, along with all supporting documentation, are lodged with NDSS by:

- email to the NDSS at ndss@diabetesaustralia.com.au, (preferred option)
- post to GPO Box 9824 in your capital city, or
- fax to **1300 536 953**.

For more information, please call the NDSS Helpline on **1300 136 588**.

Q. What kind of supporting documentation must accompany the application?

A. It is important that all medical and health information that you believe should be considered as part of the review process is submitted. This will need to include:

- the certifying health professional's assessment that the applicant has experienced severe hypoglycaemia with cognitive impairment that occurred more than 12 months ago
- confirmation that the certifying health professional is reasonably satisfied of the above episode needing third party assistance for recovery in the form of ambulance attendance, hospitalisation or health professional intervention
- comorbidities
- diabetes complications
- medications
- medical history
- copy of Clarke Survey, and
- any contributing factors.

For additional guidance, please call the NDSS Helpline on **1300 136 588**.

Q. Once completed, how is the application submitted?

A. The completed and certified relevant eligibility assessment form, along with all supporting documentation:

- email to the NDSS at ndss@diabetesaustralia.com.au (preferred option)
- post to GPO Box 9824 in your capital city, or
- fax to **1300 536 953**.

To download an eligibility assessment form, please visit the NDSS website at ndss.com.au/forms.

For additional guidance, please call the NDSS Helpline on **1300 136 588**.

Q. What happens after an application for special consideration is submitted?

A. Once an application is submitted, the person will receive a message from NDSS via email or in form of a phone call acknowledging that their application has been received. If they have not received this message, they should call the NDSS Helpline on **1300 136 588**.

Q. Once a person has received acknowledgement that their application has been received, what happens next?

- A. After the person has received an acknowledgement message, their application will be under consideration. Applications are reviewed by an appropriately constituted expert committee established by Diabetes Australia. The expert committee may request additional information from the authorising Health Professional to support the application. Recommendations are provided to the Department of Health on a case-by-case basis. The committee reviewing requests for special considerations will need time to ensure all applications are carefully considered before being provided to the Department of Health for a final decision. The applicant will be advised as soon as a determination from the Department of Health has been received.

You can also call the NDSS Helpline on **1300 136 588** to enquire about an application or for any other questions or concerns.

Q. How long will an application take to be processed?

- A. This is a new initiative and, in this context, each application for special consideration requires careful review to determine if the eligibility and the criteria have been met. Reviewing requests for special consideration will take time. The Department of Health will be monitoring the progress of the initiative to facilitate consideration for those with the greatest clinical need.

Q. Once the person's application is submitted, will any more information be needed from their health professional?

- A. The NDSS will contact the person's authorising health professional if further information is required to support their request for special consideration for access to continuous glucose monitoring products through the NDSS. The person applying for access will also be notified that their health professional has been contacted. If you have any other questions, contact the NDSS Helpline on ndss@diabetesaustralia.com.au or call on **1300 136 588**.

Q. Once the person's application is submitted, will any more information be needed from them?

- A. Should the NDSS need any further information from the person applying for special access to continuous glucose monitoring products, they will contact the applicant directly. If you have any other questions, please feel free to reach out to us via email on ndss@diabetesaustralia.com.au or call the NDSS Helpline on **1300 136 588**.

Q. How will the person know if their application has been successful?

- A. The NDSS will notify the person in writing via email or via correspondence that their application has been approved and what the next steps are.

Q. How will the person know if their application has been unsuccessful?

- A. If the application has been unsuccessful, the person will receive a letter from the NDSS notifying them of this outcome, which will include the Department of Health reasons in making this decision.