

Frequently Asked Questions: Continuous Glucose Monitoring

Health Professionals

GENERAL INFORMATION

Q. What is the CGM Initiative, and why is it being expanded?

A. In April 2017, the Australian Government (Government) invested \$54 million in subsidising continuous glucose monitoring (CGM) technology through the National Diabetes Services Scheme (NDSS) for children and young people under 21 years of age who face significant challenges living with type 1 diabetes.

The CGM Initiative aims to assist in the:

- Reduction of the number of severe hypoglycaemic events;
- Improvement of blood glucose control in people with poor glycaemic awareness or suboptimal glycaemic control (better control of blood glucose levels is associated with a reduced prevalence of long-term complications of diabetes);
- Reduction of visits to emergency departments, and missed work and/or school days by helping eligible people and their families to better manage their type 1 diabetes; and
- Reduction in anxiety for eligible people with type 1 diabetes.

This latest extension to the CGM Initiative may save eligible people up to \$7,000 a year and is in line with the Government's aim to help more people with diabetes, specifically those with high clinical needs.

Q. Who will benefit from the extended subsidisation of continuous glucose-monitoring supplies through the NDSS?

A. The Government is expanding access to fully subsidised glucose-monitoring technology through the NDSS to support more people with diabetes, specifically those with high clinical needs.

In addition to children and young people with type 1 diabetes currently eligible to access fully subsidised CGM, the following groups of people will be eligible to access fully subsidised CGM supplies from 1 March 2019:

- Type 1 Diabetes; Age 21 Years and Over; Valid Concessional Status; High Clinical Needs
- Type 1 Diabetes; Pregnancy Planning, Pregnancy or Immediately Post-Pregnancy
- Under 21 Years with Conditions Very Similar to Type 1 Diabetes Who Require Insulin (Other Eligible Conditions).

Details about the eligibility criteria for each group is detailed below. You can also check the criteria on the Eligibility Assessment Forms, available [here](#).

Q. When does access for the new eligibility groups start?

A. The extension of subsidies to the new eligibility groups starts from 1 March 2019.

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

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

Q. How is overall eligibility determined for subsidised access to CGM products through the NDSS?

A. Confirmation of eligibility for subsidised access to CGM supplies through the NDSS will require an authorising health professional, in consultation with the person or their parent/carer, to determine whether:

- CGM would be beneficial; **and**
- The person or their family/carer is willing and able to use the technology effectively; **and**
- The age and certain clinical criteria are met.

Q. Who decides if a person meets the criteria?

A. Authorised health professionals who can certify that a person meets the eligibility criteria for the extended CGM Initiative through the NDSS include the following:

- Endocrinologist
- Diabetologist
- Paediatric endocrinologist
- Credentialed diabetes educator
- Paediatrician
- Other registered health professional who specialises in diabetes
 - o Physician
 - o Nurse practitioner.

The specific authorised health professionals who can certify that a person meets the eligibility criteria varies, depending on which new eligibility group a person is classified under. It is also anticipated that an endocrinologist or paediatric endocrinologist will be involved in supporting eligible people with managing their self-care. Details are available in the relevant sections on this document and on the various Eligibility Assessment Forms.

Q. How do I best help someone to choose a suitable CGM device?

A. All CGM products made available through the CGM Initiative must be approved for use in Australia by the Therapeutic Goods Administration (TGA) and hold a current Australian Register of Therapeutic Goods (ARTG) certificate.

The choice of device to be used remains a decision of the health professional, in consultation with the person/carer/family, noting that not all CGM products are indicated for use in all conditions for all groups. Please view the devices [here](#).

By signing an Eligibility Assessment Form, you are certifying the person's access to a CGM device and are confirming that you have:

- Considered available advice about the selected device, including the relevant ARTG listing (if unsure search the device [here](#)), including any specific condition comments on the ARTG listing and guidance material produced by the product sponsor; **and**
- Obtained informed consent from the person/family/carer for the specific device chosen for use.

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](#).

ELIGIBILITY CRITERIA & FORMS: TYPE 1 DIABETES, 21 YEARS OR OLDER; VALID CONCESSIONAL STATUS; HIGH CLINICAL NEEDS

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 will be required to provide:

- The details of the type of concession card they hold, including the identifying number, and the expiry date, or
- Indicate that they identify as an Aboriginal or Torres Strait Islander person.

The person or their family/carer signs the 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. How do I certify if someone over 21 years has clinical needs that are eligible?

A. Besides having valid concessional status and being 21 years or older, the person with type 1 diabetes must meet the following clinical needs criteria, as assessed and certified by an authorised health professional:

- 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 health professional is required to confirm they have

taken reasonable steps to assure themselves that the person required the assistance of an external third party for recovery. They are also required to provide the details of the third-party assistance which must be either an ambulance attendance and/or a hospital attendance/admission; **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 [here](#) and all the criteria on the Eligibility Assessment Forms, available [here](#).

Q. Are there any exceptions to concessional status?

To be eligible, a person 21 years or older with type 1 diabetes must have a valid concessional status, which is as per current NDSS arrangements but excludes the Safety Net Concession Card (SNCC) and the Safety Net Entitlement Card (SNEC) categories. The list of concession types that are eligible are:

Concession Types
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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 will be required to 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 on the 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. Do we need confirmation of hospitalisation and ambulance assistance?

A. We understand you may not have documented evidence of attendance by an ambulance or admission to hospital. It is expected that you will take all reasonable steps to assure yourself of the accuracy of a reported attendance or admission when certifying that either or both of these have occurred. The eligibility criteria have been developed to ensure that those with type 1 diabetes who have the highest clinical

need as assessed by an authorised health professional receive access to fully subsidised CGM. If you, as an authorised health professional, have taken reasonable steps to assure yourself that ambulance assistance or hospitalisation was required for the person, and there is a date and location for either, you may certify their eligibility.

Q. Are aged pensioners eligible?

A. People who hold a valid aged pension card and meet all the eligibility criteria can now access fully subsidised CGM supplies through the NDSS. For more information on specific eligibility criteria, click [here](#).

Q. What benefits are there in this 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 have a valid eligible concessional status, including a valid aged pension card, and meet the eligibility criteria. For more information on specific eligibility criteria, click [here](#).

Q. What happens when the person's concessional status expires? Do they lose eligibility?

A. One of the eligibility criteria is concessional status (being of Aboriginal or Torres Strait Islander origin or having a valid Commonwealth-issued concession card). If someone's concession card is not valid, they are not eligible. You can advise them that they need to ensure their concessional status details are provided and maintained with the NDSS. You can update details with the NDSS [here](#).

Q. Someone with type 1 diabetes is turning 21 soon. Does this make them eligible to continue to access CGM?

A. They are not automatically eligible for the 'Type 1; Age 21 years and over, concessional status and high clinical need' group.

The eligibility criteria for the 'Type 1 Diabetes; Age Under 21 Years' are different to the eligibility criteria for the 'Type 1 diabetes, Age 21 years and over, concessional status and high clinical need' group.

Before the person turns 21, they may discuss their clinical needs with you to understand what alternative options for glucose monitoring are available to them through the NDSS. For more information on specific eligibility criteria, click [here](#).

Q. How do I best help people to choose a suitable CGM device?

A. All CGM products made available through the CGM Initiative must be approved for use in Australia by the Therapeutic Goods Administration (TGA) and hold a current Australian Register of Therapeutic Goods (ARTG) certificate. The choice of device to be used remains a decision of the health professional, in consultation with the person/carer/family, noting that not all CGM products may be appropriate for all groups. Please view the devices [here](#).

By signing an Eligibility Assessment Form, you are certifying the person's access to a CGM device and are confirming that you have:

- Considered available advice about the selected device, including the relevant ARTG listing (if unsure search the device [here](#)) and any specific condition comments; **and**
- Obtained informed consent from the person/family/carer for the specific device chosen for use.

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. Who decides if a person meets the criteria for *Type 1 diabetes: 21 years or older; valid concessional status; high clinical needs*

- A. The authorised health professionals that can certify eligibility to access CGM through the NDSS for this group include:
- Endocrinologist
 - Diabetologist
 - Credentialed diabetes educator
 - Other registered health professional who specialises in diabetes
 - o Physician
 - o Nurse practitioner.

ELIGIBILITY CRITERIA & FORMS: TYPE 1 DIABETES; PREGNANCY PLANNING, PREGNANCY OR IMMEDIATELY POST PREGNANCY

Q. How will eligibility be assessed through the different phases of pregnancy?

A. To be eligible to access subsidised products through the NDSS:

- The person is expected to benefit clinically from the use of CGM; **and**
- The person or family/carer has the willingness and capability to use CGM; **and**
- The person or family/carer has the commitment to actively participate in a diabetes management plan that incorporates CGM.

In addition, the person must meet the criteria in one of the following categories:

- **Category A - Pre-pregnancy**

The person with type 1 diabetes is considered as actively planning pregnancy and should be having regular engagement with pre-conception care services such as an endocrinologist, diabetologist and/or specialist physician, ideally at least every 6-8 weeks and more frequently if there is sub-optimal glycaemic control. An authorised health professional may certify eligibility for an initial 6-month period on the basis of the person seeking active pre-pregnancy care and committing to regular engagement with the pre-conception care service provider.

If at the end of the initial 6-month period the pre-conception care is continuing, an authorised health professional may certify eligibility for a further 6-month period. A maximum of two 6-month access periods (up to a maximum period of 12 months) may be authorised.

- **Category B - Pregnancy/Post-Pregnancy**

The person with type 1 diabetes has a confirmed pregnancy and is regularly engaging with a health professional such as an endocrinologist, diabetologist and/or specialist physician. An authorised health professional may certify eligibility that will continue until 3 months after the expected date of birth of the baby.

People with type 1 diabetes will be eligible for up to 12 months subsidised access to CGM to support active pregnancy planning. Once pregnancy is confirmed, they will be eligible from when the pregnancy until 3 months after the expected date of birth of the baby.

Q. What are the eligibility criteria for people with type 1 diabetes actively planning pregnancy?

- A. For those actively planning pregnancy, the following are the general guidelines when determining eligibility to fully subsidised CGM:
- A person should be regularly engaged with a pre-conception care service, such as an endocrinologist, diabetologist and/or specialist physician. This is likely to be a minimum of every 6-8 weeks or more frequently if there is sub-optimal glycaemic control.
 - An authorised health professional may then certify eligibility for an initial 6-month period on the basis of a person seeking active pre-conception care and committing to regular engagement with the pre-conception care service provider.
 - If at the end of the initial 6-month period pre-conception care is still ongoing, an authorised health professional may certify eligibility for a further 6-month period. A maximum of two 6-month access periods (up to a period of 12 months) is the total entitlement for active pregnancy planning.

Q. If a person is planning pregnancy through other means, such as IVF, are they eligible?

- A. If a person is planning pregnancy, they are eligible, irrespective of the pregnancy planning pathway they choose. As long as they meet the following criteria an authorised health professional may certify their eligibility for the subsidy:
- The person with type 1 diabetes is considered as actively planning pregnancy and should be having regular engagement with pre-conception care services such as an endocrinologist, diabetologist and/or specialist physician, ideally at least every 6-8 weeks and more frequently if there is sub-optimal glycaemic control. An authorised health professional may certify eligibility for an initial 6-month period on the basis of the person seeking active pre-pregnancy care and committing to regular engagement with the pre-conception care service provider; **and**
 - They are implementing daily diabetes self-management strategies in collaboration with an authorised health professional.

An authorised health professional may then certify eligibility for an initial 6-month period on the basis of a person seeking active pre-conception care and committing to regular engagement with the pre-conception care service provider.

If at the end of the initial 6-month period pre-conception care is still ongoing, an authorised health professional may certify eligibility for a further 6-month period. A maximum of two 6-month access periods (up to a period of 12 months) is the total entitlement for active pregnancy planning.

Q. What are the eligibility criteria for people with type 1 diabetes during pregnancy?

A. Access to CGM may be provided to people with type 1 diabetes during pregnancy where:

- The person has regular engagement with pregnancy care health services, such as an endocrinologist, diabetologist and/or specialist physician; **and**
- The person is implementing daily diabetes self-management strategies in collaboration with an authorised health professional during pregnancy.

When pregnancy is confirmed, the authorised health professional will certify eligibility from when the pregnancy is confirmed until 3 months after the expected date of birth. The eligibility period ends 3 months after the expected date of birth.

Q. What are the eligibility criteria for people in the post-pregnancy phase?

A. An authorised health professional may confirm eligibility until 3 months after the expected date of birth. The eligibility period ends 3 months after the expected date of birth.

Q. If someone is already pregnant, can they still apply?

A. Yes, they can apply for the remaining period of their pregnancy. The eligibility period ends 3 months after the expected date of birth.

Q. If a person has just given birth, are they eligible?

A. For someone who has already given birth, an authorised health professional may certify eligibility for a period until 3 months after the expected date of birth. The eligibility period ends 3 months after the expected date of birth.

Q. How do people living in remote or rural locations access specialists' services necessary for signing off on eligibility?

A. Where direct access to an endocrinologist or specialist physician is not possible, support may be provided by a local, appropriately upskilled health professional with expertise in diabetes management. This local health professional may coordinate CGM and work in collaboration with specialist diabetes services.

Specialist involvement is recommended for diabetes management and care for pregnancy planning and pregnancy care in type 1 diabetes as well as for interpretation of CGM results.

Q. What happens if the person's CGM access period is coming to an end?

A. Approximately one month prior to the end of either the 'pre-pregnancy' or 'post-pregnancy' periods, the person will receive a notification via SMS or email, advising them that their CGM access period is ending soon and that they should consult their authorised health professional to discuss future access to CGM, or to transition to alternative arrangements for self-monitoring blood glucose (SMBG).

Q. What happens in the case of a pregnancy loss?

A. In the unfortunate event that a pregnancy ends in loss, the currently approved period of CGM access will continue unchanged. A person may reapply for pre-pregnancy status at any time, and this would be considered a separate and distinct application, not a continuation of their previous access.

Q. Is there an upper age limit for pregnancy eligibility?

A. There is no upper age limit on eligibility for pregnancy, as long as a person's authorised health professional certifies that the person is actively planning pregnancy or is pregnant.

Q. What if a person is not pregnant after 12 months of trying?

A. If a person is continuing to actively try for pregnancy after 12 months, they may continue to be eligible to access CGM.

There may be exceptional circumstances for an extension of this timeframe that will be considered 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.

Q. If someone needs to take a break in pregnancy planning, can they carry forward what's left of their 6-month eligibility period when they resume planning?

A. No. If the person takes a break during their granted pre-pregnancy access period, they forfeit any time that is left over. The person may reapply for pre-pregnancy status at any time, and this would be considered as a separate and distinct application, not a continuation of their previous access.

Q. Where can I access the Eligibility Assessment Form for pregnancy-related applications?

A. You can access the Eligibility Assessment Form [here](#).

Q. How do I best help people to choose a suitable CGM device?

A. All CGM products made available through the CGM Initiative must be approved for use in Australia by the Therapeutic Goods Administration (TGA) and hold a current Australian Register of Therapeutic Goods (ARTG) certificate. The choice of device to be used remains a decision of the health professional, in consultation with the person/carer/family, noting that not all CGM products are indicated for use in all conditions for all groups. Please view the devices [here](#).

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- Obtained informed consent from the person/family/carer for the specific device chosen for use.

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. Who decides if a person meets the criteria for *Type 1 diabetes: Pregnancy Planning, Pregnancy and Immediately Post /Post Pregnancy*?

A. The authorised health professionals that can certify eligibility to access CGM through the NDSS for this group include:

- Endocrinologist
- Diabetologist
- Credentialed diabetes educator
- Other registered health professional specialised in diabetes
 - Physician
 - Nurse practitioner.

ELIGIBILITY CRITERIA & FORMS: CHILDREN AND YOUNG PEOPLE UNDER 21 YEARS WITH CONDITIONS VERY SIMILAR TO TYPE 1 DIABETES (OTHER ELIGIBLE CONDITIONS) WHO REQUIRE INSULIN

Q. What kind of conditions are eligible for subsidised CGM access? Is there a list to refer to?

A. Some people aged under 21 are diagnosed with certain health conditions that are very similar to type 1 diabetes and require insulin. These people have ‘Other Eligible Conditions’ and are eligible to register with the NDSS. These people may be eligible for CGM, if their authorised health professional confirms and certifies that they are expected to benefit clinically from the use of CGM. Specific eligibility criteria and a list of eligible conditions are outlined [here](#).

Q. Someone aged under 21 years has a health condition that is insulin-requiring. Are they eligible?

A. An authorised health professional needs to first assess the person’s clinical need for CGM. If they may clinically benefit from this technology, the next step is to assess if they are eligible. To be eligible, they must have one of the chronic conditions on the ‘Other Eligible Conditions’ list, available [here](#). They must also meet the same NDSS eligibility criteria outlined below:

(Category A: Children 10 years or younger)
<ul style="list-style-type: none"> • The child is aged up to 10 years of age or younger and has a condition that is on the list of ‘Other Eligible Conditions’; and <ul style="list-style-type: none"> ○ The child is expected to benefit clinically from the use of CGM; and ○ The family/carer has the willingness and capability to use CGM; and ○ The family/carer has the commitment to actively participate in a diabetes management plan that incorporates CGM <p>NOTE: A child who has been accessing CGM products through the initiative will continue to have subsidised access after they turn 11. They will not need to be re-assessed for the ‘aged 11 to less than 21’ years category below.</p>
OR

(Category B: Children and Young People aged 11 to less than 21 years)

- The child or young person is aged from 11 to less than 21 years and has a condition that is on the list of 'Other Eligible Conditions'; **and**
 - The person is expected to benefit clinically from the use of CGM; **and**
 - The person or family/carer has the willingness and capability to use CGM; **and**
 - The person or family/carer has the commitment to actively participate in a diabetes management plan that incorporates CGM.

and meets one or more of the following criteria:

- Frequent significant hypoglycaemia – more than one episode a year of significant hypoglycaemia requiring external, third party assistance; **and/or**
- Impaired awareness of hypoglycaemia; **and/or**
- Inability to recognise, or communicate, symptoms of hypoglycaemia; **and/or**
- Significant fear of hypoglycaemia for the child/young person or a family member/carer, which is seriously affecting the health and wellbeing of the child or young person or contributing to hyperglycaemia as a reaction to this fear.

NOTE: For young people in either category, subsidised access to CGM products will cease once they reach 21 years of age.

Q. What if the person has a condition similar to type 1 diabetes, which is not on this list?

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. Who decides if a person meets the criteria for *Children and young people under 21 years with conditions very similar to type 1 diabetes who require insulin*?

The authorised health professionals that can certify eligibility to access CGM through NDSS for this group include:

- Endocrinologist
- Diabetologist
- Paediatric endocrinologist
- Paediatrician who specialises in the specific chronic condition.

Q. Where can I access the Eligibility Assessment Form for people with ‘Other Eligible Conditions’?

A. You can access the Eligibility Assessment Form [here](#).

Q. How do I best help people to choose a suitable CGM device?

A. All CGM products made available through the CGM Initiative must be approved for use in Australia by the Therapeutic Goods Administration (TGA) and hold a current Australian Register of Therapeutic Goods (ARTG) certificate. The choice of device to be used remains a decision of the health professional, in consultation with the person/carer/family, noting that not all CGM products are indicated for use in all conditions for all groups. Please view the devices [here](#).

By signing an Eligibility Assessment Form, you are certifying the person’s access to a CGM device and are confirming that you have:

- Considered available advice about the selected device, including the relevant ARTG listing (if unsure search the device [here](#)) and any specific condition comments; **and**
- Obtained informed consent from the person/family/carer for the specific device chosen for use.

The selection of appropriate CGM products should be made by the authorised health professional based on their clinical assessment. This assessment should consider the indicated uses for each CGM product, noting that these products do not have identical indications and **not all products are indicated for all eligibility groups**.

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](#).

HOW CAN I HELP?**Q. What happens when someone's eligibility form is sent in? What do I have to do after completing the form?**

- A. This depends on whether the person is starting CGM for the first time, changing devices at the time of assessment, or continuing on with a CGM system they may already be using.

For new users or those changing CGM devices

Once the form has been reviewed and processed, the authorised health professional nominated on the eligibility form and the person will be notified via email, confirming that access has been approved and providing important details about product lifespans. A Starter Kit will then be sent to the nominated authorised health professional. This could either be the health professional certifying the form, or another authorised health professional who can assist in the setup and operation of the CGM devices. Please remind the person or their carer that they will need to make a follow-up appointment with their nominated health professional to set up the device.

Once the device has been set up, the person will be able to order new supplies from their local NDSS Access Point, usually a community pharmacy. Please note that Access Points will not have products on the shelf. These will need to be ordered. To allow enough time for new supplies to arrive, we recommend that they are ordered one week prior to needing them.

Q. What do I need to tell people about accessing their new products?

- A. When the person needs new products, they can visit their nearest Access Point to order them. If they are using a transmitter, they should check the product information to find out how often it needs to be replaced. They may be informed that Access Points will not have products on the shelf – these will have to be ordered. To allow enough time for the new supplies to arrive, they should order the product one week prior to needing them. Further, Access Points receive alerts through the NDSS about the quantity and frequency of supply of the products that are ordered by the person. These alerts are in place to make sure the person is using products according to usage guidelines, including the manufacturer's product lifespans. Alerts are calculated on the number of products accessed in the last 12 months from the present date, and this determines when the person is able to order more subsidised supplies.

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

- A. Should someone want to cease CGM, or if you determine that they are not benefitting from CGM, a [Continuous Glucose Monitoring Update or Termination Form](#) needs to be completed, signed and submitted according to the details on the form.

Q. How do I best help people to choose a suitable CGM device?

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Q. Where can I access more information?

A. You can access more information in this [CGM Fact Sheet for Health Professionals](#). You can also visit our website at ndss.com/cgm or call the NDSS Helpline on **1300 136 588** if you have questions.

PRODUCT INFORMATION

Q. Are there any changes or additions to the products subsidised through the scheme?

- A. From time to time, there are changes to the products that are subsidised through the scheme. From 1 March 2019, subject to negotiations with the Commonwealth, the Government will include new devices.

This will provide people with diabetes greater choice in managing their health. Click [here](#) for a list of the devices subsidised through the NDSS.

Q. If the person is eligible, do they need to change their device?

- A. If the person is already using a CGM device and it is included on the list of devices subsidised through the NDSS, then there is no need to change the device.

However, if the person, in consultation with you as an authorised health professional, decide to change the device they are using, and it is on the [list of devices](#) subsidised through the NDSS, this is also possible. Of primary importance is that the person is using the device best-suited to their clinical needs. Click [here](#) for a list of the devices subsidised through the NDSS.

Q. Some people believe their choice of device is not covered under the subsidy. Is the choice restricted?

- A. Click [here](#) for a list of the various devices subsidised through the NDSS. This list 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 the person which one is best-suited to their needs. The choice of which specific technology is to be used is a decision of the clinician in consultation with, and the informed consent of, the person and/or carer.

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Q. What is included in the Starter Kit?

- A. A CGM Starter Kit will include one box of sensors (approximately one month's supply), one transmitter and related materials and product information.

For New Users

When a registrant's application is successful, you will be sent a Starter Kit, which will have the Purchase Order number on the shipping documents to assist you to identify the correct Starter Kit for the correct person.

Depending on appointment availability, you may wish to delay the delivery of the Starter Kit until the registrant is able to make an appointment with you. If this is the case, you can contact the supplier using the contact details shared with you in the email you would have received from the NDSS. This is an important consideration, as some products in the Starter Kit have a limited shelf life. The Starter Kit may take up to 10 business days (from the date of the email you receive) to arrive. If it has not arrived, please contact the supplier quoting the relevant Purchase Order number.

When you set the device up for the person, please ensure they understand the lifespan of their products. This is important, as Access Points receive alerts about the quantity and frequency of supply of products that the registrant orders through the NDSS. These alerts are in place to make sure the registrant is using the products according to usage guidelines, including the manufacturer's product lifespans. Alerts are calculated on the number of products accessed in the last 12 months from the present date and this determines when the registrant is able to order more subsidised supplies.

For Existing CGM Device Users

Once the eligibility assessment form has been reviewed and processed, the person will receive a confirmation of approved access and important information about product lifespans via email, but the health professional will not receive an email. The person will be able to order CGM products directly from an Access Point once they have received the email notification that their eligibility is confirmed. Please note that Access Points will not have products on the shelf. Products will have to be ordered. To allow enough time for the person's new supplies to arrive, we recommend that you advise the person to order them one week prior to needing them.

For more information refer to the [health professional fact sheet](#) or access our [eLearning module](#).

Q. What happens if someone wants to change their CGM device?

A. Based on your recommendation, if the device needs to change, a [Continuous Glucose Monitoring Update or Termination Form](#) must be completed and submitted according to the details on the form. If required, the nominated authorised health professional who will be assisting with the setup and operation of the CGM will be sent a Starter Kit.

Q. How do I best help people to choose a suitable CGM device?

A. All CGM products made available through the CGM Initiative must be approved for use in Australia by the Therapeutic Goods Administration (TGA) and hold a current Australian Register of Therapeutic Goods (ARTG) certificate. The choice of device to be used remains a decision of the health professional, in consultation with the person/carer/family, noting that not all CGM products are indicated for use in all conditions for all groups. Please view the devices [here](#).

By signing an Eligibility Assessment Form, you are certifying the individual's access to a CGM device and are confirming that you have:

- Considered available advice about the selected device, including the relevant ARTG listing (if unsure search the device [here](#)) and any specific condition comments; **and**
- Obtained informed consent from the person/family/carer for the specific device chosen for use.

Q. Where do people order CGM products from once they have received confirmation of access or have set up their Starter Kit (if applicable)?

A. The CGM products will be available through Access Points. The person can find their nearest Access Point using the [NDSS Online Services directory](#). Access Points will not have products on the shelf. To allow enough time for new supplies to arrive, it is recommended that an order is placed at least one week prior to needing the supplies.