



Factsheet for access points

Subsidised continuous glucose monitoring products for children and young people aged under 21 years

The Australian Government is providing access to fully subsidised continuous glucose monitoring (CGM) products through the NDSS.

Subsidised access to these products is open to children and young people aged under 21 years, living with type 1 diabetes, who face significant challenges in managing their blood glucose levels.

Providing access to subsidised CGM products may assist families, children and young people to better manage their diabetes, which may reduce stress, anxiety and unscheduled visits to the hospital.

Eligibility criteria

To gain access to subsidised CGM products, the child or young person will need to be assessed by an authorised health professional to determine if they meet specific criteria. This applies to people already using CGM products and who would like to access subsidised products and for people who would like to start using CGM products.

The eligibility categories and criteria are listed on the [Continuous Glucose Monitoring Eligibility Assessment form](#) which will be available from 1 April 2017 at the NDSS website (www.ndss.com.au/cgm).

The authorised health professionals for CGM assessment are endocrinologists, credentialed diabetes educators, and other health professionals specialising in diabetes (physicians, paediatricians or nurse practitioners).

If the authorised health professional determines that the child or young person meets the eligibility criteria, a Continuous Glucose Monitoring Eligibility Assessment form will be completed, signed and submitted to the state or territory NDSS Agent for review and processing. The NDSS Agent will update the registrant's status in NDSS Connect to enable ordering and supply by an Access Point. These forms cannot be submitted to the Access Point/pharmacy.

CGM products

CGM systems are small wearable (interstitial) devices that can warn users if blood glucose levels are too low or too high. These devices reduce the number of finger prick tests required. Some models can work in conjunction with a compatible insulin pump and other models send information to smart mobile phones.

All CGM systems subsidised under the NDSS have two components: sensors and transmitters.

Both the sensors and transmitters will be subsidised and supplied through the NDSS. CGM sensors are available in boxes of four or five and each sensor operates for six or seven days, depending on the model. Transmitters are supplied individually, and will operate for three months, six months or 12 months, depending on the model.

As access is for a limited cohort of NDSS registrants with type 1 diabetes, it is anticipated that there will be limited demand for CGM products. Some Access Points may not have any CGM customers. CGM products are more expensive than other NDSS supplies and have a relatively short shelf life. It is not expected that an Access Point would keep CGM products in stock, but order them on request in a similar manner to the ordering and supply of insulin pump consumables.



NDSS ordering and supply

CGM products will be available through NDSS Access Points/pharmacies, and can be ordered from Community Service Obligation (CSO) wholesalers in the same way as other NDSS products. The products will only appear as available to order for people with type 1 diabetes who have been confirmed as eligible and whose status has been updated in NDSS Connect. Please refer to the NDSS Access Point/pharmacies quick reference guide for more information available at ndssaccesspoints.learnupon.com.

As CGM products have a relatively short expiry, to avoid the use of out of date products, replacement CGM products will be supplied one box at a time, unless there are exceptional circumstances which require the person with diabetes to access additional products. There will also be limits placed on purchasing quantities within the NDSS Connect system to minimise the risk of wastage of CGM products.

People with diabetes, or their parents/carers, who are accessing CGM through the NDSS will be advised to place an order when using their second last sensor to avoid running out of product. It is recommended that they order a new transmitter when the battery charge begins to decrease, as detailed in the information from the supplier (transmitter expiry times vary with each model).

Access Points/pharmacies are encouraged to work with their CGM customers to implement ordering arrangements to ensure continuity of supply.

Please note: pharmacies can only order and supply CGM products for NDSS registrants who are eligible to access CGM products. Other customers wanting to purchase CGM products need to contact Medtronic or AMSL directly.

New CGM users and those changing CGM model

For a person with diabetes not currently using CGM, a starter kit including one box of sensors, one transmitter and related materials and product information, will be supplied through a nominated health professional, once eligibility has been confirmed. This authorised health professional will assist in the set up and operation of the CGM device. Following that induction, ongoing access to CGM products will be available from any NDSS Access Point/pharmacy.

Current CGM users

Current users of CGM will be able to access CGM products through any NDSS Access Point/pharmacy once eligibility has been confirmed.

Customers wishing to access subsidised CGM products need to be authorised to do so.

People with diabetes who wish to access subsidised CGM products will need to see their authorised health professional before access can be granted. The authorised health professional will need to assess whether the child or young person meets the relevant criteria.

This applies to the following groups of people, all of whom can access subsidised products through the NDSS if they are eligible:

- those who are already using CGM products and would like to continue using the same model;
- those who would like to change CGM model and have not already been accessing the products through the NDSS; and
- those who would like to start using CGM products.

When the person with diabetes visits their authorised health professional, the health professional will complete a form that will need to be submitted to the local state or territory NDSS Agent for review and processing for access to these products. The Continuous Glucose Monitoring Eligibility



Assessment form can be found at www.ndss.com.au/cgm.

A flow chart guide for Access Point/pharmacy staff to assist eligible people with diabetes in accessing subsidised CGM products has been provided and is also available at www.ndss.com.au/cgm.

If a customer experiences any product functionality issues during the relevant warranty period, they should contact the relevant supplier of their model for replacements as detailed below.

Further information

Further information about [access to CGM products](#) through the NDSS visit the NDSS website (www.ndss.com/cgm). You can also call the NDSS Helpline on 1300 136 588.

Information about the different CGM devices and models, the process for ordering products, product purchase limits and eligibility requirements is available on the NDSS Access Point Learning Portal: ndssaccesspoints.learnupon.com.

For information regarding the use of CGM products, please contact the suppliers.

AMSL Diabetes (for Dexcom products)

Website: amsldiabetes.com.au

Phone: 1300 851 056

Medtronic

Website: medtronic-diabetes.com.au

Phone: 1800 668 670

Both suppliers have instructional videos which outline the set-up, operation and features of the various products and systems through the below video files:

AMSL Diabetes

[Dexcom G4 Platinum](#)

[DexcomG5 Mobile](#)

Medtronic

[Introduction to Continuous Glucose Monitoring](#)

[Introduction to Guardian Connect](#)

All information in this publication is correct as at March 2017