



Providing access to continuous glucose monitoring for young Australians

Frequently asked questions for NDSS Access Points/pharmacies

General

From 1 April 2017, children and young people under 21 years of age, living with type 1 diabetes, who face significant challenges in managing their blood glucose levels may be eligible to access fully subsidised CGM products.

Who will have access to fully subsidised continuous glucose monitoring (CGM) products?

Children and young people under 21 years with type 1 diabetes will need to meet specific eligibility criteria as assessed by their authorised health professional. The health professional will also ensure that CGM is used as part of an overall clinical diabetes management plan.

How do people access this initiative?

A customer wanting access to subsidised CGM products must be assessed as eligible by an authorised health professional. Only an authorised health professional can certify eligibility through a Continuous Glucose Monitoring Eligibility Assessment form available from 1 April 2017 at the NDSS website (www.ndss.com.au/cgm).

Please note that a child or young person under the age of 21 needs to be registered as a person with type 1 diabetes on the NDSS to access this initiative.

What health professionals are authorised to approve registrants for this initiative?

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

What are the Eligibility Criteria?

There are two categories of eligibility. The Eligibility Assessment form outlining the eligibility criteria is available at the NDSS website (www.ndss.com.au/cgm).

What happens after a NDSS registrant is found eligible for subsidised access?

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, related materials and product information, will be supplied through a nominated health professional. 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.

I have a customer wanting to submit an eligibility form, can I take it?

No, forms cannot be submitted to a NDSS Access Point/pharmacy. Your customer will need to submit the completed form to their local state or territory NDSS Agent by:

Post: GPO Box 9824 in your capital city

Fax: 1300 536 953

Email: ndss@diabetesaustralia.com.au

Is a co-payment applicable like other NDSS products?

There is no co-payment applicable for the supply of CGM products through the NDSS. CGM products will be fully subsidised for eligible persons through this initiative.

Can CGM products be used with an insulin pump?

Yes, some CGM models can be used in conjunction with a compatible insulin pump. The customer will need to discuss this option with their authorising health professional.

How do CGM systems work?

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.

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 - <http://amsldiabetes.com.au/item/Dexcom-g4-platinum/>

Dexcom G5 Mobile - <http://amsldiabetes.com.au/item/dexcom-g5-mobile/>

Medtronic

Introduction to Continuous Glucose Monitoring -

<https://www.medtronic-diabetes.com.au/customer-support/my-learning/cgm>

Introduction to Guardian Connect -

<https://www.medtronic-diabetes.com.au/guardian-connect-modules>

Why is subsidised access to CGM only available for NDSS registrants under 21 years with type 1 diabetes?

An expert CGM Advisory Group, including endocrinologists, credentialled diabetes educators, consumer experts and other diabetes stakeholder groups, assisted in determining the eligibility criteria for this initiative, and confirmed that young people under 21 years of age are the group with the highest clinical need for CGM technology.

Why do all NDSS registrants under 21 years with type 1 diabetes not have access to subsidised CGM through the NDSS?

An expert CGM Advisory Group, including endocrinologists, credentialled diabetes educators, consumer experts and other diabetes stakeholder groups, has advised that there are a number of people who experience significant difficulty in managing their blood glucose levels. The CGM initiative is targeted for children and young people under 21 with type 1 diabetes who meet the eligibility criteria and will gain significant clinical benefit from the use of CGM. These children and young people may experience frequent episodes of hypoglycaemia, impaired awareness and/or an inability to recognise or communicate their symptoms of hypoglycaemia.

Customer ordering

How do NDSS registrants order CGM products?

CGM products will be available through NDSS Access Points/pharmacies, and can be ordered from Community Services 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 available on the NDSS Access Points Online Learning Portal at ndssaccesspoints.learnupon.com for more information.

How can I help customers ensure product is available when they need it?

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.

People with diabetes, or their parents, 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 suppliers' information (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.

I have a customer who is not eligible for the subsidised CGM initiative, how do they access CGM products?

Pharmacies can only order and supply CGM products for NDSS registrants who are eligible to access CGM products through the NDSS. Other customers wanting to purchase CGM products need to go to the suppliers, Medtronic or AMSL, directly. They can still use CGM products, however they will have to deal directly with the suppliers and pay for CGM products separately.

What happens when someone turns 21? Can they still access CGM products?

Subsidised access to CGM products will cease once a person turns 21. The registrant can still use CGM products, however they will need to purchase products directly from the supplier.

What if a customer asks to order a CGM receiver?

If the use of a smart mobile phone or an insulin pump is not appropriate or preferred, a separate receiver is available with the Dexcom CGM models. These receivers are not subsidised under the NDSS and the young person or parent/carer will need to contact the supplier directly to arrange purchase.

Will pharmacy staff receive training?

Information has been sent to NDSS Access Points/pharmacies regarding the new initiative, and is also available through the NDSS Access Points Online Learning Portal, the NDSS website, or by contacting Diabetes Australia on 1300 136 588.

It is not expected that pharmacy staff will provide clinical advice to registrants regarding these products. Pharmacy staff are only responsible for the supply of CGM product through the normal NDSS ordering process. Contact Diabetes Australia on 1300 136 588 with any questions.

Access Point Ordering Processes

What CGM products have been listed on the NDSS?

Both the sensors and transmitters will be subsidised and supplied through the NDSS. 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 Points Online Learning Portal: ndssaccesspoints.learnupon.com.

How much stock do I need to keep?

CGM products are more expensive than other NDSS supplies and have a relatively short expiry. To avoid the use of out of date products, products should only be ordered when a customer requests them in a similar manner to the ordering and supply of insulin pump consumables.

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.

How do NDSS Access Points manage stock for CGM products with short expiries?

To avoid the use of out of date products, products should only be ordered when a customer requests them in a similar manner to the ordering and supply of insulin pump consumables.

There will also be limits placed on purchasing quantities within the NDSS Connect system to minimise the risk of wastage of CGM products.

How quickly can I order and receive stock?

The Community Service Obligation (CSO) wholesalers can deliver product usually within 48 -72 hours, depending on location and time of week.

Where can I find more information about ordering CGMs?

Further information about ordering CGMs is available on the NDSS Access Points Online Training Portal: ndssaccesspoints.learnupon.com.

The training portal provides login and forgotten password prompts, as well as a sign up function for new members.

If you have any questions please contact the NDSS Helpline on 1300 136 588.

How do I process a CGM order?

You can order CGM products in the same way as other NDSS products. Access Points must use NDSS Connect for NDSS registrant orders and the order will not be sent to the Community Service Obligation (CSO) wholesalers until the Sub Agency Transaction Summary (SATS) has been submitted.

How often can I process an order?

Access Points are able to process registrant orders upon request. An Access Point Sub Agency Transaction Summary (SATS) may be submitted at any time for supply from the Community Service Obligation (CSO) wholesalers.

Is there a limit to how much CGM product a NDSS registrant can purchase?

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.

Please refer to the NDSS Access Point/pharmacies quick reference guide available at NDSS Access Points Online Learning Portal (ndssaccesspoints.learnupon.com) for more information.

Is there a limit to how frequently a registrant can place an order?

Yes, there is a limit as to how many CGM products a NDSS registrant can order in one year. There are annual rolling limits that are consistent with the recommended annual usage.

Please refer to the NDSS Access Point/pharmacies quick reference guide available at NDSS Access Points Learning Portal (ndssaccesspoints.learnupon.com) for more information.

How do I manage urgent orders?

When ordering an item that is not kept in stock, Access Points are reminded to submit Sub Agency Transaction Summary (SATS) on completion of the registrant order for the supply to occur from the Community Service Obligation (CSO) wholesaler as soon as possible.

What do customers do if they have warranty issues?

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.

AMSL Diabetes (for Dexcom products)

Website: amsldiabetes.com.au

Phone: 1300 851 056

Medtronic

Website: medtronic-diabetes.com.au

Phone: 1800 777 808