



Providing access to continuous glucose monitoring for young Australians

Frequently asked questions for NDSS Registrants

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 can I/my child access this initiative?

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.

To gain access to subsidised CGM products, children and young people must be assessed as eligible by an authorised health professional. There are two categories of eligibility and a child or young person must meet one of these to access subsidised CGM products through the NDSS. A child 10 years or younger must meet Category A criteria, and a child or young person aged 11 years to less than 21 years must meet Category B criteria.

If you/your child is assessed as eligible, a Continuous Glucose Monitoring Eligibility Assessment form will need to be completed and signed by both the authorised health professional and the young person/parent and then submitted to your local state or territory NDSS Agent for review and processing at:

Post: GPO Box 9824 in your capital city
Fax: 1300 536 953
Email: ndss@diabetesaustralia.com.au

The eligibility form, which includes the full list of eligibility criteria, will be available from 1 April 2017 from the NDSS website (www.ndss.com.au/cgm).

Who are the authorised health professionals that can 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).

How will I be notified that I am/my child is eligible for the initiative?

Once the Eligibility Assessment form has been processed by your local state or territory NDSS Agent, you will be contacted by a NDSS Agent to confirm eligibility for access to subsidised CGM products.



What happens after I am/my child is found eligible for subsidised access?

New CGM users and those changing CGM model

For a child or young 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 the health professional nominated on the form, 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.

What happens if a child or young person is not eligible for the initiative? Can they still access CGM products?

If a child or young person does not meet the eligibility criteria, they will not be able to access subsidised CGM products through the NDSS. They can still use CGMs, however they will have to deal directly with the suppliers and pay for the CGM products.

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.

All CGM systems subsidised through 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.

Which CGM system do I/we chose?

As the various models have differing features, you or the parent/carer may wish to discuss the options with your health professional.

In completing the Eligibility Assessment form, the chosen model of CGM will need to be nominated.

Is there 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. You will need to discuss this option with your authorising health professional.



What if I/my child is not using a smart mobile phone or insulin pump with the CGM?

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 through the NDSS and you or the parent/carer will need to contact the suppliers directly to arrange purchase.

Advice on accessing CGM Products

How do I order CGM products? Are they available at NDSS Access Points/pharmacies?

CGM products will be available through NDSS Access Points/pharmacies and can be ordered in the same way as other NDSS products. You can find an Access Point near you using the NDSS Online Services directory <http://osd.ndss.com.au/search/>.

NDSS Access Points/pharmacies can order and have products delivered generally within 48-72 hours.

CGM products are more expensive than other NDSS supplies and 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, approximately one month's supply, unless there are exceptional circumstances which require you to access additional products. In any case, no more than three (3) boxes of sensors can be ordered at once due to the relatively short expiry.

There is a cap on the numbers of sensors and transmitters that can be ordered within a 12 month period. This cap is consistent with recommended annual usage.

How do I ensure I am able to access products when I need them?

As CGM products are highly specialised, and have a relatively short expiry, NDSS Access Points/pharmacies will not keep stock on hand.

It is recommended that you contact your NDSS Access Point/pharmacy **once you are using your second last sensor** to ensure sufficient time for product ordering and delivery. It is recommended that you 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).

You are encouraged to discuss your ongoing product requirements with your NDSS Access Point/pharmacy to establish suitable ordering and collection arrangements.

If I am currently using CGM products and paying for them myself, what happens now?

Once you have been contacted by the NDSS Agent to confirm your eligibility to access these subsidised products, you will be able to access sensors and transmitters through the normal NDSS ordering process with your local NDSS Access Point/pharmacy.

NOTE: If you have a pre-existing arrangement with a CGM supplier you will need to contact them to discuss cancelling this arrangement once your eligibility has been confirmed.

What should I do if I am travelling or if I move? Can I access more products?

CGM products will be supplied one box at a time, approximately one month's supply, unless there are exceptional circumstances which require you to access additional products. If you are travelling, it would be best to talk to your NDSS Access Point/pharmacy about your requirements.



If travelling in Australia, any NDSS Access Point/pharmacy can order CGM products with delivery generally within 48-72 hours.

If you are moving to a new location and you need to use a new NDSS Access Point/pharmacy, it is recommended that you introduce yourself to the staff at the new pharmacy of your choice as soon as you are able to, to discuss and make arrangements for your NDSS supply needs, especially if you use these less common products.

I'm currently using CGM products, but I am about to turn 21. Can I still access these products?

Subsidised access to CGM products will cease once you turn 21. You can still use CGM products, however you will need to purchase products directly from the supplier.

What do I do if I 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

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.

If I have type 2 diabetes, can I access CGM products through the NDSS?

No. Access to CGM products through the NDSS is available only to eligible children and young people under the age of 21 with type 1 diabetes.

Where can I get more information?

You can visit the NDSS website (www.ndss.com.au/cgm) or call Diabetes Australia's NDSS information line on 1300 136 588. Diabetes Australia assists with the administration of the NDSS, and provides advice, information and a range of diabetes education and support services to people with diabetes.