



Providing access to continuous glucose monitoring for young Australians

Frequently asked questions for health professionals

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.

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.

How do people 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 a patient is assessed as eligible, a Continuous Glucose Monitoring Eligibility Assessment form will need to be completed and signed by both you, as the authorised health professional and the young person/parent and then submitted to their local state or territory NDSS Agent for review and processing.

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

What will be the role of the health professional?

Commitment to use and compliance levels are necessary for optimal clinical benefit for any user of CGM systems. An expert CGM Advisory Group, including endocrinologists, credentialed diabetes educators, consumer experts and other diabetes stakeholder groups, has advised that this is best maintained through active engagement in an ongoing diabetes management plan. For this reason, health professionals with expertise in diabetes will play a vital role in assessing eligibility and authorising access for children and young people through the NDSS.

Health professionals will also play a key role in assisting in the set up and operation of CGM devices for eligible children and young people not currently using CGM. If appropriate, the authorising health professional may nominate an alternative authorised health professional to assist with the set up process.

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).

What are the Eligibility Criteria?

There are two categories of eligibility. A detailed fact sheet and flow chart outlining the eligibility criteria and processes involved for NDSS registrants accessing subsidised CGM products through the NDSS, along with the Eligibility Assessment form are available at the NDSS website (www.ndss.com.au/cgm).

Do I authorise subsidised CGM for everyone who wants it?

Not all people with type 1 diabetes experience significant difficulty in managing their blood glucose levels. Unlike the subsidised supply of other products under the NDSS, there is a finite funding allocation for this initiative. It is intended for children and young people under 21 with type 1 diabetes who meet the relevant criteria and will gain **significant clinical benefit**.

Who is notified when my patient is confirmed as eligible for the initiative?

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

For new CGM users or those changing CGM devices

For those registrants who will receive a CGM Product Starter Kit, the nominated health professional who will be assisting with the set up and operation of the CGM (who may not be the authorising health professional) **will be advised** via email that the CGM Assessment form has been processed and verified, and that a CGM Product Starter Kit has been requested from the supplier.

The Product Starter Kit will include one box of sensors (a month's supply), one transmitter and related materials and product information.

For current CGM users

For registrants who will **not** require a CGM Product Starter Kit, the authorising health professional will **not** be contacted to confirm a patient's eligibility for access to subsidised CGM products.

What happens if my patient is not eligible for the initiative? Can they still access CGM products?

If your patient does not meet the eligibility criteria, they will not be able to access subsidised CGM products through the NDSS. They can still use CGM products, however they will have to deal directly with the suppliers and pay for them.

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, credentialed 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, credentialed 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.

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 patient.

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>

What if a health professional is interested in training for the set up and operation of CGM products?

Both of the suppliers offer training/assistance to health professionals in the induction and operation of CGM products, as well as technical support.

To request such training/assistance please contact:

AMSL Diabetes: **1300 851 056**

Medtronic: **1800 777 808**

What if my patient is not using a smart mobile phone or insulin pump with their CGM?

In completing the Eligibility Assessment form, the chosen model of CGM will need to be nominated. As the various models have differing features, the patient or their parent/carer may wish to discuss the options with you. Please note that 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 suppliers directly to arrange purchase.

Advice on accessing CGM Products through the NDSS

How do people 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.

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.

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, approximately one month's supply, unless there are exceptional circumstances which require additional products. No more than three (3) boxes of sensors can be ordered at once.

There will be limits placed on ordering quantities to minimise the risk of wastage of CGM products.

How can my patient ensure they will have access to products when needed?

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

It is recommended that the young person/parent contact their NDSS Access Points/pharmacy **once they are using their second last sensor** to ensure sufficient time for product ordering and delivery. 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).

Young people/parents are encouraged to discuss their ongoing product requirements with their NDSS Access Points/pharmacy to establish suitable ordering and collection arrangements.

What does someone do if they currently use CGM and are paying for it themselves?

Once confirmation of their eligibility to access subsidised CGM products has been received, registrants will be able to access sensors and transmitters through the normal NDSS ordering process with their local NDSS Access Points/pharmacy.

NOTE: If your patient has a pre-existing arrangement with a CGM supplier they will need to discuss cancelling this arrangement once their eligibility has been confirmed.

If a patient is currently using CGM products and is about to turn 21, can they still access these products?

Subsidised access to CGM products will cease once a person turns 21. They can still use CGM products, however they will have to deal directly with the suppliers and pay for them.

What happens if a patient would like to change their CGM device or terminate use?

There may be circumstances where a child or young person needs to change a CGM system they are using. In that situation, a change request form will need to be completed and signed by both an authorised health professional and the patient, and submitted to the local state or territory NDSS Agent for review and processing.

The change request form is available at the NDSS website (www.ndss.com.au/cgm)