

Medical Aids Subsidy Scheme (MASS) Continence Aids Services

Frequently asked questions:-

Q1. What does MASS do?

- MASS provides access to subsidy funding assistance for the provision of MASS approved aids to eligible Queensland residents with permanent and stabilised conditions or disabilities. These aids are to assist people to live at home and avoid premature or inappropriate residential care or hospitalisation.
- Once you have been approved for subsidy funding assistance, MASS will place an order with a MASS approved company/supplier who will have a courier deliver the aids to your home.

Q2. Am I eligible for MASS subsidy funding assistance for continence aids?

- You may be eligible for assistance through MASS if you meet the following:-
 - (a) You are a permanent resident of Queensland and currently hold, in your own right, **ONE** of the following cards:-
 - Centrelink Health Care Card
 - Centrelink Pensioner Concession Card
 - Department of Veterans' Affairs (DVA) Pensioner Concession Card (if not eligible through DVA for the requested continence aids)
 - Queensland Government Seniors Card
 - and**
 - (b) You have had a health professional do a continence assessment to help you manage, treat or cure your incontinence before sending an application form to MASS.

Q3. How do I get a continence assessment and help with my incontinence?

- Health professionals, such as a continence advisor, registered nurse, occupational therapist, physiotherapist, geriatrician, paediatrician, uro-gynaecologist and urologist, can do a continence assessment and help you manage, treat or cure your incontinence.
- The MASS 50 application form must be completed and sent to MASS after you have had a continence assessment, by one of the above mentioned health professionals, and tried to improve, treat or cure your incontinence.

Q4. Why do I have to have a continence assessment every two years to receive MASS assistance?

- While your medical diagnosis may not have changed, other treatable health condition/s may have changed within the two years making your incontinence better or worse. Additionally, technological changes may have resulted in a more suitable aid being available for your continence condition.

Q5. Where do I find a prescriber/health professional who can help me?

- You can contact your local Community Health Centre to have a prescriber/health professional assist you manage your incontinence and complete your MASS 50 application form or you may contact the National Continence Helpline on free telephone 1800 33 00 66 who will provide local prescriber/health professional details.

Q6. What type of continence aids does MASS provide?

- MASS provides:-
 - Catheter valves
 - Disposable all-in-one pads
 - Disposable catheters
 - Disposable nappies
 - Disposable pull-on style pads
 - Disposable shaped pads
 - Indwelling catheters
 - Latex sheaths
 - Leg bags
 - Night drainage bags
 - Non-latex sheaths
 - Reusable bed pads
 - Reusable pants
 - Stretch pants.

Q7. What form do I need for my first MASS application?

- The MASS 50 application form is used for your first application and for your review application every two years. However, if you need to change your type of continence aid/s before two years, a further MASS 50 application form needs to be completed.
- The MASS 50 application form needs to be filled out by **both** you and your prescriber/health professional.

Q8. How often does MASS supply me with continence aids?

- Once your first application has been approved for continence aids from MASS, you can apply for the supply of continence aids each six months (the exception is annually for indwelling catheters and reusable bed pads).
- You will need to have your prescriber/health professional check your condition every two years, or whenever you need to change to a different type of continence aid.

Q9. What form do I need to use to re-order continence aids from MASS?

- You will need to fill out a MASS 55 application form when you order your next supply of continence aids from MASS. This application form is used six monthly, following approval of your first application and until the two yearly application form is required (MASS 50 application form).
- You are able to fill out this form **without** the help of your prescriber/health professional.

Q10. How do I know MASS has received my application form?

- MASS will write to you about one month after receiving your application form.

Q11. How do I know when I am due for another supply of continence aids from MASS?

- The due date for your next supply will be approximately six months from the date on the last approval letter sent to you from MASS.
- Please keep your last letter and the enclosed application form. The application form needs to be completed and returned to MASS in five months time. One month's processing time is required by MASS. MASS will **not** send you a reminder letter.
- The details of the continence aids, prescribed by your prescriber/health professional, will be detailed in the letter you receive from MASS at the time of approval of your application.

Q12. Can I exchange my continence aids if I find they are not suitable?

- No. MASS will not exchange continence aids once they have been ordered, from the company/supplier, for you. It is important that you know and are happy with what continence aids have been prescribed for you by your prescriber/health professional.

Q13. If my need is urgent, can MASS process my order sooner?

- To be fair and equitable to all people, MASS will place your order with the company/supplier when it is due. To make sure that your supply is ordered when due, please send your application to MASS one month before the due date.

Q14. What happens if I run out of continence aids?

- You will need to buy your extra continence aids privately from the company/supplier, pharmacy, supermarket or other source.
- MASS is a subsidy scheme and is not able to fully meet all of your continence needs.

Q15. Can I get continence aids from any other scheme?

- There are a number of other schemes that may be able to offer help. Please contact the National Continence Helpline on free telephone 1800 33 00 66 for further information.