

**Medical Aids Subsidy Scheme (MASS)**  
**Medical Grade Footwear**  
*Frequently Asked Questions*

**Q1. What does MASS do?**

- MASS provides access to subsidy funding for the provision of MASS endorsed aids and equipment to eligible Queensland residents with permanent and stabilised conditions or disabilities.
- The range of MASS aids and equipment is selected to assist people to live at home and avoid premature or inappropriate residential care or hospitalisation.

**Q2. Does MASS provide subsidy funding assistance towards medical grade footwear?**

- Yes, MASS provides assistance towards medical grade footwear to allow eligible people to live and mobilise within their own home.

**Q3. What type of medical grade footwear does MASS provide?**

- MASS provides subsidised assistance towards prefabricated, customised and custom made medical grade footwear.

**Q4. Does MASS provide subsidised assistance towards modifications and components to medical grade footwear?**

- MASS provides subsidised assistance towards modifications or components (such as in-shoe orthotics) to medical grade footwear only when the modification/component is requested as part of the medical grade footwear prescription.
- MASS does not subsidy fund modifications or components to a person's existing footwear.

**Q5. Am I eligible for MASS subsidy funding assistance for medical grade footwear?**

- You may be eligible for assistance if you are a permanent resident of Queensland, have a permanent and stabilised condition or disability and hold a pensioner concession card, health care card or Queensland Government Seniors Card in your own right.
- You will also need to meet the MASS clinical eligibility criteria for medical grade footwear.
- Your medical specialist can advise whether you are eligible to apply for MASS subsidised assistance for medical grade footwear.

**Q6. Who can clinically assess me for MASS subsidised medical grade footwear?**

To apply for MASS subsidised medical grade footwear, you must be clinically assessed by a:

“designated *Private* medical specialist who can apply to MASS on your behalf.”

- Your prescriber must be from one of the following MASS designated medical speciality groups: orthopaedic surgeons, vascular surgeons or specialists in rheumatology, rehabilitation, geriatrics, endocrinology or a public sector podiatrists.

**Or *public* sector podiatrist** (A trial is being conducted from 1<sup>st</sup> November 2008, whereby public sector podiatrists are approved as prescribers for medical grade footwear to MASS eligible clients. The continuation of this trial is subject to monitoring and review).

- Other medical specialists with experience in prescribing medical grade footwear who are not covered by the above list of specialty groups may apply to MASS for consideration of inclusion as a designated medical prescriber for medical grade footwear.

**Q7. Do I have to contribute towards the cost of my MASS subsidised medical grade footwear?**

- MASS contributes subsidy funding assistance for medical grade footwear and you will be required to contribute the balance of the cost of the medical grade footwear above the MASS subsidy. Your payment is made direct to the supplier.
- The amounts that MASS will contribute towards medical grade footwear are:
  - Prefabricated medical grade footwear           \$225
  - Customised medical grade footwear           \$280
  - Custom made medical grade footwear       \$620

**Q8. What forms do I need to apply for MASS subsidised medical grade footwear?**

- The MASS 60 application form is used for all applications for medical grade footwear.
- The MASS 60 application form can be obtained from the MASS website at [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass) or by contacting MASS in either Brisbane or Mackay.

**Q9. Who can fill out my application form?**

- You complete Parts B and D of the MASS 60 application form.
- You need to read, understand and retain Part A of the MASS 60 application form.
- Your prescriber needs to complete Part C of the MASS 60 application form.

**Q10. Do I need to see a medical grade footwear supplier?**

- Yes. After you have been clinically assessed by your prescriber, you will need to take the prescription to a MASS approved medical grade footwear supplier. See the MASS approved list of designated suppliers at [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass) or contact MASS in either Brisbane or Mackay.
- The medical grade footwear supplier will provide a quote for the prescribed footwear which must be submitted to MASS with the MASS 60 application form and a copy of both sides of your eligibility/concession card.

**Q11. How will I know if my MASS application has been approved?**

- If your application is complete and MASS requires no further information from you or your prescriber, you will receive a letter advising you of the outcome within a few weeks of submitting your application to MASS.
- If approved, the letter will also advise you of the MASS purchase order details and, if applicable, the amount of the contribution towards the cost of the footwear that you will be required to pay directly to the medical grade footwear supplier.

**Q12. How long will it take for the medical grade footwear to be supplied after I pay my contribution to the supplier?**

- This will depend on whether the footwear is “off-the-shelf” or needs to be customised or custom-made to your specifications.
- You may contact the supplier for an approximate delivery time.

**Q13. What do I do if the medical grade footwear supplied to me is unsuitable?**

- In the first instance, contact the medical grade footwear supplier for assistance.
- If the medical grade footwear supplier cannot assist you, contact MASS and we will endeavour to resolve the problem to the satisfaction of all parties involved.

**Q14. Does MASS pay for repairs to my MASS subsidised medical grade footwear?**

- No. MASS has deemed ownership of the footwear to you. This means that you are responsible for all repairs and maintenance and any future modifications to your medical grade footwear.

**Q15. When can I reapply to MASS to replace my medical grade footwear?**

- For adults (16 years and older) the minimum reapplication period for further MASS subsidy funding is eighteen months from the date of the previous MASS approval letter.
- For children (under 16 years) the minimum reapplication period for further MASS subsidy funding is twelve months from the date of the previous MASS approval letter.

**Q16. What do I do if my condition worsens or improves?**

- If your condition changes for any reason, you must consult your medical practitioner, medical specialist or your allied health professional.

**Q17. How do I find out more about my medical grade footwear?**

- For further information, consult your treating allied health professional, your general practitioner, medical specialist or your allied health professional.

**Q18. How do I find out more about MASS?**

- For further information about MASS, visit the MASS website at [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass) or contact your nearest MASS office in either Brisbane or Mackay.