

MASS Action

April 2023

The Medical Aids Subsidy Scheme (MASS) provides access to subsidy funding for the provision of a range of aids and equipment to eligible Queensland residents with permanent and stabilised condition or a disability.

MASS acknowledges the Traditional Custodians of the land across Queensland, and pay respects to First Nations Elders past, present and future.

Upcoming Holiday Periods

MASS offices will be closed on:

- Friday, 7 April 2023
- Monday, 10 April 2023
- Tuesday, 25 April 2023
- Monday, 1 May 2023

Contact MASS

Phone: 07 3136 3636 or 1300 443 570
 Email: MASS184@health.qld.gov.au
 Website: health.qld.gov.au/MASS



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From the Director's Desk

Happy New Year and welcome to 2023. There have already been so many achievements that MASS can claim, so let's delve into what we can celebrate.

The integration of data systems within some of MASS service areas has had positive influences on our service provision. MASS-eApply has provided ease to both prescribers and MASS staff members, which is apparent in the decreasing processing times of applications. We look forward to continuously developing MASS-eApply to optimise its use as a tool to provide aids to the community.

The MASS Education team returned to face-to-face education in the Brisbane office earlier this year. The energy and buzz emanating from the room could be sensed when you walked past. Our online webinars are also reaching record high registrations, giving prescribers the opportunity to learn regardless of their location in Queensland. Providing support to prescribers through accessible education and resources meets MASS' fundamental aims of supplying appropriate aids to the community.

The Continence Service area is approaching six (6) months since the launch of the new Standing Offer Arrangement (SOA). This means that since its launch, all existing MASS clients have an increased variety of choice to meet their individual needs. We have also noticed the increase of clients receiving continence aids, showing the potential of reaching new parts of the community through the growing access of a wider range of products.

In addition to the increasing access of services that we've developed, the quality of service provided by MASS staff members requires highlighting. The results of the Client Feedback Form in 2022 show that approximately 91% of respondents believed that the quality of services received was good and excellent. I have great appreciation to MASS staff for maintaining commendable work ethic as clearly seen by our clients.

I hope that you enjoy the upcoming public holidays!



Renae Kelly
Acting Director
Medical Aids Subsidy Scheme
Community and Oral Health
Metro South Health

Client Reference Cards

MASS introduced MASS Reference Cards in 2022 to assist clients when applying for MASS services or when contacting MASS.

The MASS reference number ("B Number") will assist with new or repeat applications and to provide information for your local health professional (prescriber) and equipment provider.

Applicants will receive a card automatically after the approval of their next application (excluding applications for Palliative Care or Spectacles).

Existing MASS clients can also contact MASS for a MASS reference card in advance.

Medical Aids Subsidy Scheme (MASS)

Queensland Health

A. Example
B999999

Bring this card with you to your next appointment for MASS services.



Queensland
Government

For more information visit the MASS website on health.qld.gov.au/mass/idcard

Communication Aids

Subsidy funding is available under MASS to support eligible Queensland residents who require a communication aid.

Available equipment:

- Artificial larynges.
- Speech generating devices.
- Voice amplification devices.
- [iPads with AAC Communication Software](#).
- Communication software that allows a client to communicate with voice output using displays of symbols, words, a keyboard or a combination of these.
- Approved accessories for communication aids such as charger, carry case, moisture guards, keyguards and basic accessing devices/switches.
- Specialised accessories required to access a speech generating device, such as wheelchair mounting systems, switch mounts, and specialised switches/accessing devices.

Eligible prescribers: All speech pathologists in Queensland are eligible prescribers for MASS communication aids.

To ensure the most suitable communication aid is prescribed, you must trial the equipment adequately. Once a suitable device has been selected the Speech Pathologist will work with the client to complete the relevant application form.



For more information visit our website: health.qld.gov.au/mass/prescribe/communication

Continence MASS-eApply Form Update

The revised MASS-eApply Palliative Care Equipment Program (PCEP) and Continence Applications are now live on MASS-eApply – the addition of the following clinical questions will assist with processing times and prevent applications from being rejected.

PCEP MASS-eApply:

Three (3) questions have been added to allow prescribers to indicate if the applicant has and/or shows signs of rapid disease progression, rapid weight loss and if the applicant require a reduced supply for example, only one (1) carton due to rapid disease progression.

These additional questions assist in determining the combination of aids if required and quantities to supply this client.

Continence MASS-eApply

Questions regarding the applicant's medical conditions and incontinence were updated:

- What is the applicant's primary medical condition/disability that necessitates continence aids?
- Additional questions to specify the details of incontinence such as Stress Incontinence, Urge Incontinence, Functional Incontinence, Nocturia, Nocturnal enuresis and the reason for conduction aids that apply.

Questions regarding the application type:

- **For Initial application:** This is the client's first application requesting continence aids products from MASS.
- **For Renewal applications:** the client has previously received MASS Continence Aids. Questions were updated to allow the prescriber to comment on the applicant's current management of their urinary/faecal incontinence and what was identified in the review of the applicant's current continence status.

Questions regarding product usage and selection:

- List the continence aid(s) the applicant is currently using (if any), including full product name, size, effectiveness
- If you are requesting any change of continence product (including change in size) from previously supplied MASS continence products and the clinical reason(s) for the change in type of continence aid.
- Has the requested Continence Aids been successfully trialled? If no, provide details of why a trial was not conducted.
- An option to indicate any preference of product quantity combinations, noting that preferences may be restricted by carton amounts and amended to ensure maximum subsidy is provided.

Screenshots of the previous and updated versions of the form are available here:

health.qld.gov.au/_data/assets/pdf_file/0027/1219581/Continence-eApply-Updates-2023.pdf

For more information on Continence Aids visit health.qld.gov.au/mass/prescribe/continence

Daily Living and Mobility Aids

Daily Living and Mobility Aids MASS-eApply form Update

As part of MASS's commitment to provide prompt and effective assistance to consumers, the Daily Living and Mobility Aids MASS-eApply form has been updated to include the following changes:

- A section added for applications received for persons under the age of 65 years, to determine MASS eligibility without the need to pend an application whilst further information is sought from the prescriber.
- A confirmation question has been added to the funding summary page to ensure that the applicant has been made aware that a copayment for cost above the approved subsidy limits may apply to the application.

These updates have been made to decrease the need to pend or hold an application where the prescriber may need to be contacted for further information. MASS encourages consumers and prescribers to provide feedback and suggestions on ways to provide a more efficient service.

Feedback can be provided to:

- MASS-Equipment@health.qld.gov.au
- via the online feedback/enquiry form - health.qld.gov.au/mass/subsidy-schemes

For more information visit:

health.qld.gov.au/mass/prescribe/living
health.qld.gov.au/mass/prescribe/mobility

Static Bathing and Toileting Aids Trial

Did you know that applicants can now apply for assistance towards a static shower chair/stool and over toilet frame?

MASS recognises that increased frailty and declining functional ability impact directly on an individual's health, wellbeing, and comfort and places them at significant risk of avoidable/premature hospital admission.

MASS is conducting a trial which aims to address this issue by increasing available options for effective bathing and toileting aids for prescribers to better meet their client's needs at home and reduce the risk of falls.

This trial introduces a range of static shower chair/stool and static over toilet aid options, with the eligibility criteria and inclusions outlined in the [Static Bathing and Toileting Aids Trial Guideline Supplement](#), which is supplementary to the [Application Guidelines for Bathing and Toileting Aids](#).

For more information visit:

health.qld.gov.au/mass/prescribe/living



General Guidelines Eligibility Update

In line with the recent changes to the Aged Care funding model and introduction of the Australian National Aged Care Classification (AN-ACC) funding, the MASS eligibility criteria for persons who reside in a residential aged care home will be updated from 1 March 2023.

These changes will be reflected in the [MASS General Guidelines](#) from 13 March 2023.

For more information visit: health.qld.gov.au/mass/subsidy-schemes/mass



Clinical Education

MASS provides regular education for prescribers, clinical assistants, clients and carers. Students studying to become a health professional in any MASS designated prescriber category are also welcome to participate.

Most education sessions are provided in webinar format using Microsoft Teams, which are free to attend. Workshops are available, some with a registration fee to attend.

We've had a busy start to the year with many prescribers loaning pressure redistribution cushions as part of the remote hands-on learning programme. We've hosted a webinar on a case study for MASS Equipment and a workshop on Introduction to Maintaining and Adjusting Assistive Technology.

In February, we had two Occupational Therapy students, Ashlon and Mathew, join our team, part-time for a couple of months.

On 16 March, Ashlon and Mathew assisted in presenting a webinar on 'Outcome Measures of Adults with Lower and Upper Limb Amputation' and also helped out with the accompanying workshop.



Pictured above Ashlon (left) and Mathew (Right).
Ashlon and Mathew trying out the Narrowing Beam Walking Test.

Education Calendar April-June 2023

We warmly invite you to join us for our upcoming education events on the following topics:

February - Ongoing: [Remote Hands-On Learning: Pressure Cushions Remote Hands-on Learning Programme](#)

This is a new education approach that commenced in 2022. Gather together a team of learners. MASS will send a selection of pressure cushions to your workplace, and work through self-paced online learning with interactive support from MASS staff. There is currently a waitlist, so please see face-to-face workshop below if you would like to complete this sooner. [Refer to the information sheet to find out more. \(PDF 246 kB\)](#)

12 April 9:30-12:00pm: [Pressure cushion Prescription \(In-Person Workshop\)](#)

Due to high demand, this is a repeat of the afternoon workshop listed below:

12 April 1:30-4:00pm: [Pressure cushion Prescription \(In-Person Workshop\)](#)

For those who prefer face-to-face learning or who don't want to wait for our Pressure Cushion Remote Hands-on Learning Program, jump the queue with our in-person workshop on pressure cushion prescription. [Complete the online Microsoft Sway](#) before you come. At the face-to-face workshop explore a wide range of cushions, experience pressure mapping, and be ready to discuss example cases from your practice.

19 April 1:00-1:30pm: [Deep Dive into Assistive Technology \(AT\) Product Standards \(Webinar\)](#)

This webinar aims to take a deep dive into product standards for assistive technology – what standards are, how standards are developed, the role standards can play in equipment selection, limitations of standards in product testing, buyer beware with claims of standards compliance.

17 May 1:00-2:00pm: [All About Laryngectomees \(Webinar\)](#)

Details a comparison between four (4) MASS funded artificial larynges (Romet R310, Nu-Vois III, TruTone Emote and Servox Digital XL), outlines considerations regarding the recommendation of heat moisture exchange (HME) devices and provides an update on the Queensland HME Subsidy Scheme for Laryngectomy.

25 May 1:00-2:00pm: [Eligibility for MASS \(Webinar\)](#)

Learn more about MASS eligibility across our various service areas. Empower yourself to help your clients apply for the right funding scheme – whether it be MASS or other schemes such as the NDIS, MAC, and NISQ. Factors such as citizenship, eligibility for other government funding schemes, age, concession cards, medical diagnoses and place of residence will be discussed.

7 June 1:00-1:30pm [MASS-eApply in a Nutshell \(Webinar\)](#)

Gain confidence in submitting MASS online applications. Covers prescriber registration, useful links, benefits to using MASS-eApply and viewing completed applications.

15 June 9:00-4:00pm: [Introduction to Wheelchair and Seating \(In-Person Workshop\)](#)

Learn about how to prescribe wheelchairs and seating. In this workshop we take you through the World Health Organization's 8 step process of wheelchair prescription: referral, assessment, selection, funding and ordering, wheelchair preparation, fitting, user training, and follow-up. Consolidate your clinical reasoning and practical skills with manual, power and tilt-in-space wheelchairs. Features include the simple mechanical assessment tool (MAT), case studies of selection and fitting, and hands-on experience with a range of wheelchairs and seating options.

For more information on MASS Clinical Education

- [Join the MASS education mailing list](#)
- [View a range of webinar recordings](#)
- [The MASS education calendar](#)
- Visit the MASS website on: health.qld.gov.au/mass/education
- You can contact the MASS Clinical Educators on: MASS-Education@health.qld.gov.au

Medical Grade Footwear

Subsidy funding is available under MASS to support eligible Queensland residents who require medical grade prefabricated, custom made and customised medical grade footwear.

Eligible prescribers:

- Private orthopaedic surgeons
- Vascular surgeons
- Medical specialists in rheumatology, rehabilitation, geriatrics, endocrinology and neurology

Applicants require a referral to an eligible prescriber for the medical prescription and then make an appointment with a MASS approved medical grade footwear supplier for a quote to include with their application.

Visit our website for more information:
health.qld.gov.au/mass/prescribe/footwear

Orthoses

Subsidy funding is available under MASS to support eligible Queensland residents who require spinal and lower limb orthoses.

Available orthoses:

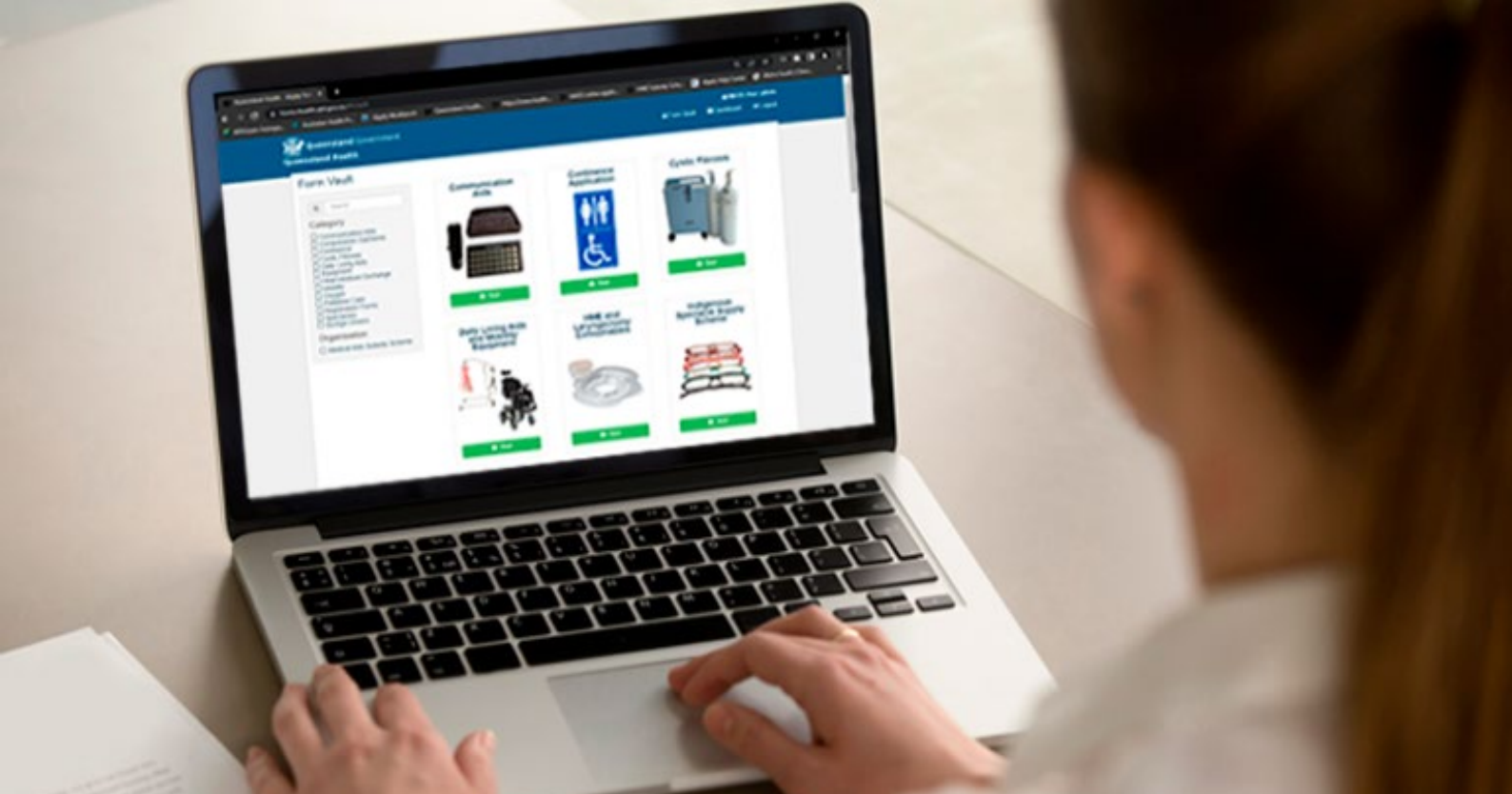
- Hip knee ankle foot orthoses (HKAFO)
- Ankle foot orthoses (AFO)
- Knee Ankle Foot Orthoses (KAFO)
- Knee orthoses (KO)
- Cervical orthoses (CO)
- Thoracic-lumbo-sacral orthoses (TLSO)
- Cervico-thoraco-lumbo-sacral orthoses (CTLSO)
- approved modifications and components that are part of the current prescription.

Eligible prescribers

- Private orthopaedic surgeons
- Medical specialists in rheumatology, rehabilitation, geriatrics and neurology

Applicants require a referral to an eligible prescriber for the medical prescription and then make an appointment with a MASS approved orthotist for a quote to include with their application.

Visit our website for more information:
health.qld.gov.au/mass/prescribe/orthoses



MASS-eApply: Online Applications

What is MASS-eApply?

MASS-eApply is an online application system which allows prescribers to submit applications anytime from any location on the applicant's behalf.

MASS-eApply runs through your internet browser and is designed to work on all devices.

Frequently asked questions, Information sheets and tutorials are available on the [MASS-eApply information webpage](#).

MASS Clinical Education regularly presents webinars on using MASS-eApply, to view the next available session or a recording refer to page 6 or visit health.qld.gov.au/mass/education



MASS-eApply Team

MASS-eApply form development and user support is provided by Tanya, Luci and Wayne who are a part of the MASS Central Business Services (CBS).

Tanya was part of the MASS development team and the launch of MASS-eApply in 2017. Tanya develops MASS-eApply forms and maintains system integration, keeping MASS-eApply running smoothly.

Luci joined the team in 2019. Luci is the primary MASS-eApply help desk contact, providing user account and technical support as well as creating user resources and information sheets.

Wayne started providing user account support such as unlocking accounts and resetting passwords in 2021 and currently oversees organisation registration requests.

You can contact the MASS-eApply team by email on MASS-eApply@health.qld.gov.au

To register to use MASS-eApply or find out more visit health.qld.gov.au/mass/eApply

Palliative Care Equipment Program

The MASS Palliative Care Equipment Program (PCEP) continues to provide aids and loan equipment to eligible Queenslanders to assist them to reside in their home environment during their end of life.

Types of loan equipment provided include recliner chairs, electric adjustable beds, equipment to assist with transfers where a person has reduced mobility and pressure redistribution support surfaces to assist to alleviate pain and decrease the risk of pressure injuries associated with long periods of sitting or lying down.

The PCEP team are currently developing two new resources which will be available on the PCEP website soon:

- [A dedicated PCEP webpage listing Consumer, Community and Prescriber Support Organisations and Groups.](#)
- [PCEP Online Eligibility Checker.](#)
- An information video explaining the recommended timeframes for accessing MASS funding versus PCEP funding for applicants – to be published in the near future.

For more information visit our website: health.qld.gov.au/mass/prescribe/palliative-care-equipment-program

Queensland Artificial Limb Service

The Queensland Artificial Limb Service (QALS) website health.qld.gov.au/mass/prescribe/artificial-limbs has been updated to include a Groups and Contacts page. This includes links and information on:

- Advocacy and Support Groups
- Hospital Amputee and Rehabilitation Clinics
- QALS Registered Prosthetic Service Providers
- Other State Artificial Limb funding schemes and services
- Workplace Incident Related State Scheme Contacts
- Motor Vehicle Incident Related State Scheme Contacts

QALS values all feedback and encourages consumers and the community to provide feedback or suggestions on QALS resources or information that may be useful to persons with an amputation.

Feedback can be provided to QALS@health.qld.gov.au or by the [online feedback/enquiry form on our webpage.](#)



Spectacle Supply Scheme

The Spectacle Supply Scheme (SSS) provides eligible Queensland residents basic prescription spectacles of single vision (near and distance) or bifocals or trifocals once every two years.

To be eligible clients must be a permanent resident of Qld and **hold in their own name** one of the following cards continuously for 6 months prior to application.

- Centrelink Pensioner Concession Card;
- Centrelink Health Care Card;
- Queensland Government Seniors Card;
- Department of Veterans' Affairs (DVA) Pensioner Concession Card (if not eligible for spectacles provided under the Department of Veterans' Affairs "Optical Supplies Program").

A range of metal and plastic frames are available through the scheme or clients can use their existing or privately purchased frame is available on our website at: health.qld.gov.au/mass/prescribe/spectacles/products

For a list of SSS participating Optometrists please visit: health.qld.gov.au/data/assets/pdf_file/0025/432826/supplier-list-spectacles.pdf

For more information on SSS, visit our website: health.qld.gov.au/mass/prescribe/spectacles



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