

## Medical Aids Subsidy Scheme (MASS)

# Equipment Services - Stock Reallocation

## Frequently Asked Questions

### Warehouse Location and Hours

#### 1. What are the MASS Open Warehouse times?

The MASS Warehouse is open at the following times:

- **Wednesday** 8.30am to 10.30am
- **Thursday** 1.00pm to 3.00pm

A clinical advisor is rostered on to each warehouse shift to assist prescribers with product selection.

**Note:** Please address all stock queries to [MASS-Stock@health.qld.gov.au](mailto:MASS-Stock@health.qld.gov.au)

#### 2. The MASS stock lists refer to a warehouse location. What does this mean?

This is the location in the MASS Warehouse where the selected item is stored. The first letter – A – indicates the row, the second 2 numbers – 01 – indicate the bay, and the final 2 numbers – 01 – indicate the shelf. Some of the bays are specific to specialised items.

#### Some to note:

##### Mobile Shower Commodes

- **A0101:** KIS (modified) shower commodes (prescribers must attend open warehouse if an item from this bay is required)
- **A0201, A0301:** Paediatric Shower Commodes, Shower Aids (may include modifications)
- **A0401:** Bariatric Mobile Shower Commodes
- **A0501:** Height Modified Shower commodes (these are usually lowered and may not clear a standard toilet height, clearance height will be listed on the stock list spreadsheet)
- **A0901 / A1001:** Tilt in Space Shower Commodes
- **A1101:** Modified Shower Commodes (prescribers must attend open warehouse if wanting an item from this bay)
- **Bays A0601, A0701 and A0801** store standard mobile shower commodes (attendant and self-propelled, typically Otto Bock, Juvo and K-Care branded as per the stock List)

##### Manual Wheelchairs

- **Any in Bay B:** Tilt in Space Manual Wheelchairs. Any wheelchair with OAD after the size on the spreadsheet will be a One Arm Drive wheelchair. Prescriber must attend open warehouse if requiring a tilt in space manual wheelchair.
- **Any in Bay C:** Manual wheelchair with solid backrest
- **Any in Bay G or F:** Paediatric Manual Wheelchair
- **Bays D, E:** store standard, folding manual wheelchairs

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### Warehouse Location and Hours...continued

**3. Can I collect the item from the warehouse myself, or organise collection privately?**

Prescribers are welcome to collect items from MASS stock, but this must occur during open warehouse hours. For prescribers who can attend to collect, please bring a completed copy of a MASS 26 form. Where prescribers are unable to attend open warehouse, MASS will arrange and cover the cost to freight the item. Collection through private couriers is not possible.

On negotiation, collection of equipment may be available outside open warehouse hours, but during the usual warehouse operating hours of 8am to 4pm Mon – Fri. The MASS 26 must have been reviewed and approved, and the equipment set aside in the delivery bay in the warehouse for easy location by the MASS Storeperson.

If further information is required for a listed item, please notify MASS (Photos of stock items can also be provided on request).

### Product Related Queries

**1. Can I request an item for a short-term basis e.g. where an applicant has a piece of equipment in for repairs?**

No. Applying through MASS stock is with the intent that the applicant meets MASS eligibility for the item and the item will be allocated on permanent loan. MASS is unable to assist with the provision of items on a short-term basis and applicants will need to consider privately funded hire equipment in these instances.

**2. Can I get a tilt in space manual wheelchair from MASS Stock?**

The tilt in space wheelchairs are complex to issue remotely, hence they can only be requested through MASS stock if:

- The prescriber can attend open warehouse hours to view the wheelchairs and confirm with the rostered clinical advisor on eligibility/suitability, OR
- The prescriber can show an urgent need for a tilt-in-space manual wheelchair and demonstrates sound clinical reasoning in selecting the size of the seat; the brand, model and size of backrest and head support components, and size and type of securements if required (i.e. waist, torso or lower limb securements)

**3. Can I get a power wheelchair from MASS Stock?**

As the power wheelchairs are a more expensive and complex item to set up for trial from MASS stock, this will only be considered for applicants who have:

- Previous experience operating a power wheelchair; or
- Diagnosed with a degenerative neurological condition (i.e. Motor Neuron disease)

To request a trial of a power wheelchair trial from MASS stock, email [MASS-Stock@health.qld.gov.au](mailto:MASS-Stock@health.qld.gov.au) and you will be contacted by a Clinical Advisor to confirm eligibility.

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### Product Related Queries...continued

<p><b>4. Will this item be suitable for the applicant? Can you recommend items that will be suitable?</b></p>	<p>The people attending the MASS-STOCK email address have no clinical/technical background and cannot make recommendations on suitability. Prescribers applying for items through MASS stock must be confident that the item being requested will be suitable for the applicant.</p> <p>In instances where items have been requested to be reserved and are not available, MASS may offer alternatives for items that are available. These offers are not to be taken as recommendations of suitability for the applicant, and prescribers must confirm the offered item will be suitable before the stock equipment will be reserved for trial by MASS.</p>
<p><b>5. An item I require is currently not available, can I be notified when a piece of equipment becomes available in stock?</b></p>	<p>No. Prescribers are responsible for checking stock lists on the MASS website and requesting items when available. Stock lists are updated weekly, although delays can be experienced at times – the date on the top of the spreadsheet will change when the list is updated.</p>
<p><b>6. How long does MASS hold an item on reserve for me once it is confirmed?</b></p>	<p>Once a reservation has been confirmed with MASS stock (via the <b><u>MASS-STOCK</u></b> email address), the <i>MASS 26</i> form must be submitted within 2 weeks of the reserve date. If the <i>MASS 26</i> form is not received within this time, the reserve will be removed without notice to the prescriber.</p>
<p><b>7. How long does MASS keep an item with an applicant for trial?</b></p>	<p>It is expected that prescribers submit the <i>MASS 26</i> Trial Feedback form (part D) within 2 weeks from delivery of the item. Where further time is required, please advise MASS via email so this can be noted on the applicant's file. Where no contact is received within 2 weeks, MASS may arrange collection of the item without notice.</p> <p>Note that bathing and toileting aids are issued for Dry Trial only. Applicants can commence normal use of trial bathing and toileting aids, if the trial has been deemed successful and the equipment will be allocated to the applicant (if modifications are required to the mobile shower commode, these must be completed prior to normal use due to hygiene reasons).</p>
<p><b>8. Can I request multiple items to trial with the applicant?</b></p>	<p>Prescribers can request to reserve a maximum of one item per category per applicant (for example, MASS can reserve a wheelchair and a pressure cushion for an applicant, but will not reserve two pressure cushions for an applicant). Where there is uncertainty that an item will be suitable, the item must be trialled through a supplier and applied for via the normal <i>MASS 20</i> process for subsidy funding.</p> <p>Exceptions can be made for prescribers who can attend open warehouse hours. This will usually be on agreement with the rostered clinical advisor and that prescribers are able to return any unsuccessfully trialled items back to the MASS warehouse.</p>

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### Product Related Queries...continued

<p><b>9. Can an item be modified to suit prior to being sent from MASS stock?</b></p>	<p>No. Items from MASS stock will be issued “as is”. Any further modifications/ accessories that are required can be applied for if the item has been trialed successfully. In these instances, prescribers are required to include a copy of a supplier quote and brief justification for each item with the <i>MASS 26 Trial Feedback Form</i>.</p> <p>On occasion, the clinician may make some minor adjustments/changes, to set the equipment up as close as possible to the request. Examples include changing seat style on a mobile shower commode, setting up a height adjustable item where this is simple to complete without tools.</p>
<p><b>10. Can I get parts (backrests, footplates, armrests etc) from MASS stock?</b></p>	<p>Prescribers are welcome to identify parts during open warehouse hours if they can attend in person. Where the prescriber cannot attend the MASS warehouse in person, parts can only be requested where an urgent need can be clearly demonstrated; e.g. headrest following progression of Motor Neurone Disease.</p> <p>Where the prescriber is requesting parts but unable to attend, the brand, model and size of the item must be specified.</p>
<p><b>11. I have commenced the trial through MASS stock, but am unable to complete the MASS 26-part D as I am no longer the applicant’s therapist. Can I leave this part of the process unfinished?</b></p>	<p>No. It is your professional duty of care as the prescribing therapist to finalise this process and ensure that the equipment which has been sent out to the applicant’s home is suitable.</p> <p>You must either submit the <i>MASS 26 Trial Feedback form</i> (part D) to MASS and request the equipment be collected, or refer the applicant to another therapist to finalise the trial process.</p>
<p><b>12. The item I requested is suitable, what’s the next step?</b></p>	<p>The <i>MASS 26 Trial Feedback form</i> (part D) must be completed and returned to MASS, to complete the process. Until this time, the equipment is signed out on trial to the prescribing therapist. To finalise the process, the equipment needs to be signed out on permanent loan to the applicant, and any changes finalised.</p> <p>Once the trial of equipment has occurred (regardless of outcome), prescribers are to submit the <i>MASS 26 Trial Feedback form</i> advising on the outcome of the trial. If the trial has been unsuccessful, MASS can arrange collection of the item (if collection is required from an address that is not the applicant’s address, please advise this on the feedback form).</p> <p>MASS will allow one extra attempt to source an item from MASS stock for the same applicant. After a second unsuccessful attempt, further trials will need to occur through a supplier, where product advice and support can be provided, and an application submitted using the <i>MASS 20 form</i>.</p>

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### Product Related Queries...continued

<p><b>13. Can I omit the Trial Feedback Form (MASS 26 Part D) when I have already successfully trialed the item I'm requesting from stock with my client?</b></p>	<p>Yes.</p> <p>Prescribers can forward Part E of the MASS 26 (in lieu of the MASS 26 Part D) when requesting MASS stock for items that have already been successfully trialed and can be immediately allocated to the client. This option is only available for items that can be provided as is, that is, not for equipment requiring configuration for the individual. e.g. wheelchairs and some mobile shower commodes. Individually configured items will need to be trialed from MASS stock and a Part D form submitted - in some instances changes to the configuration may be required to better meet the applicant's needs.</p>
<p><b>14. Is there specific information available on the MASS stock items to assist me to select the modifications suitable for the product to trial?</b></p>	<p>The prescribing therapist should have knowledge of the equipment selected. The equipment code should assist to determine a suitable product e.g. an Aquatec Ocean will be a height adjustable MSC as this is inherent in this product.</p> <p>MASS stock lists are available for power wheelchairs and mobile shower commodes with additional details re features to assist. MASS clinicians are also available to assist with further information and assistance with equipment selection where required.</p>
<p><b>15. If the MASS stock equipment has additions such as custom castors/wheels or other modifications/accessories which are not usually funded through MASS, will there be a co-payment requested for these additional items?</b></p>	<p>MASS does not require a co-payment as this has been provided by the original Applicant at the time of purchase. However, MASS will not fund any repairs or maintenance towards modifications or accessories which are not subsidised within the standard funding structure of MASS. The Applicant and Prescribing Therapist will be required to sign a statement of understanding/acceptance of this prior to finalisation of allocation of equipment for permanent loan.</p>

### Freight and Delivery Related Queries

<p><b>1. Who covers the cost for freight from stock?</b></p>	<p>MASS will cover the freight costs to deliver items. MASS can cover the freight costs to collect, and cleaning costs of unsuccessfully trialed items. You must contact MASS to arrange return of unsuccessful trial items.</p>
<p><b>2. Can I be notified when an item I've requested will be delivered?</b></p>	<p>No. Prescribers must contact the applicant to find out when delivery has occurred. MASS cannot notify prescribers of delivery dates due to the volume of requests. MASS gives priority processing to stock applications. Delivery will typically occur within a week of receipt of a completed MASS26 application form however this may take longer at times.</p>