

Medical Aids Subsidy Scheme

Frequently Asked Questions for Applicants

What is the QHSSL?

The Queensland Heat Moisture Exchange (HME) Subsidy Scheme for Laryngectomy (QHSSL) provides eligible Queensland residents who have undergone laryngectomy surgery with subsidised access to HME consumable devices.

To be eligible for QHSSL the applicant must -

- Be a permanent resident of QLD (including those in residential care facilities) and hold a current Medicare Card OR hold an appropriate visa; and
- Have undergone laryngectomy; and
- Have completed an appropriate trial of laryngectomy respiratory consumables for min 4-weeks OR providing evidence they are self-funding laryngectomy respiratory consumable usage.

Ongoing eligibility requirements

To receiving ongoing funding an applicant must continue to meet eligibility requirements through:

- Advising their prescriber and the Medical Aids Subsidy Scheme (MASS) of any change to:
 - Entitlements to receive compensation for their laryngectomy from another source.
 - Contact details and/or address including moving interstate or overseas.
- Attend a 12-month clinical review with an eligible prescriber (speech pathologist or ENT).

Note: When an applicant no longer meets eligibility criteria or moves interstate/overseas they will no longer be eligible for assistance through QHSSL.

Applicants are NOT eligible if they

- Can receive assistance for laryngectomy respiratory consumables under one or more State or Commonwealth funded programs (e.g., WorkCover, Department of Veteran Affairs (DVA) Gold Card holders, National Disability Insurance Scheme (NDIS)*).
- Are hospital inpatients where their admission is related to their laryngectomy procedure.
- Can use Private Health Insurance to claim cost of HME consumables*.

***Note:** QHSSL will fund the gap between consumable/s cost and private health insurance refund/NDIS funding. Applicants may be eligible for QHSSL once eligibility under another program or entitlement is exhausted or discontinued. Contact your prescriber for further information.

What laryngectomy consumables are funded?

Approved applicants are eligible for approved respiratory and HME consumables per applicant per year (12 months), commencing from when the first application for that year is lodged with MASS.

Consumable Item	Definition
HME cassette	450/year HME cassettes
Foam stoma cover	370/year foam stoma covers
Cloth stoma cover	12 boxes/year OR 12 individual/year
Tracheostoma button	3 buttons or tubes/year
Laryngectomy tube or button	
Standard adhesive	365 standard adhesives/year OR 180 non-standard adhesives/year
Non-standard adhesive	
Hands-free device	1 every 3 years
Securing device for tracheostoma button or laryngectomy tube e.g. neck strap or LaryClip	12 boxes/year OR 12 individual/year
Skin care (i.e. skin preparation and adhesive removal products)	14 boxes/year
Silicone glue	4/year
Shower Aid	1/year

Note: A freight charge is added per supplier per application and this is deducted from the annual allocation. Therefore, multiple freight charges will apply if orders are placed with different suppliers.

How do I find out about new laryngectomy consumables I have not used before?

If there are items on the consumables list you would like more information about, please contact your ENT or speech pathologist. If appropriate, they will organise a trial of these product/s to ensure they are used effectively before an application is completed for ongoing supply.

How often can laryngectomy consumables be ordered?

New laryngectomees/new HME users	Existing laryngectomees/HME users
Initial order = 3-month supply Second order = 3-month supply Third and subsequent orders = 6-month supply	Initial order = 3-month supply Second and subsequent orders = 6-month supply

How to apply for the QHSSL program

- To apply for the QHSSL program contact your speech pathologist or ENT surgeon. They are eligible prescribers of the QHSSL program.
- Once your eligibility is confirmed, initial and repeat applications are lodged by your prescriber.
- A copy of your Medicare Card is required to submit your initial application – please take this with you to the appointment.

Delivery address details

Please provide a street address for delivery. This is preferred over a PO Box address.

Processing my QHSSL application

- You can request a copy of the submitted form from your prescriber.
- Your prescriber will receive an email confirming the application has been received.
- MASS will review your application within 2-3 working days to confirm your eligibility and you have enough funds are available for the products requested. If appropriate your application will automatically approved. You or your prescriber may be contacted by MASS if any queries arise.
- If you haven't received your order within 14 days contact your prescriber who will follow up with MASS.
- *Always check your delivery docket* to ensure you have received the correct and complete order.

What happens if there is a problem with my order?

Contact your prescriber if the following occurs:

- **Change to an order not yet delivered is required** – Your prescriber will contact MASS to check if the order can be changed.
- **Incomplete/back order** – If you have not received the remaining products within 14 days. Your prescriber can contact MASS to follow up this issue.
- **Received incorrect product** – Report this to your prescriber and providing the products are in good condition the supplier or prescriber will contact you to organise pick up of the incorrect item and replacement with the correct item.
- **If you have ordered the incorrect product** – Report this urgently to your prescriber and they will contact MASS to follow up this issue.

What happens if I don't spend my full funding limit?

Unspent funds will not roll over to the next year (supply period).

What happens if I exceed my funding limit?

MASS will not process an application that will exceed the funding limit. If you have inadequate funds MASS will contact your prescriber to discuss how the application may be changed to ensure the balance doesn't exceed the limit.



© State of Queensland (Queensland Health) 2022
creativecommons.org/licenses/by/3.0/au

For more information contact:

Medical Aids Subsidy Scheme
Metro South Health
PO Box 281
Cannon Hill QLD 4170 Australia
tel (07) 3136 3636
mass184@health.qld.gov.au
health.qld.gov.au/mass