

QHSSL Frequently Asked Questions for Prescribers

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	730/year HME cassettes
Foam stoma cover	730/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/attachments	365 standard adhesives/year
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 changes will apply if orders are placed with different suppliers.

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

Who are eligible QHSSL prescribers?

- Otolaryngologists registered with AHPRA.
- Speech pathologists with >3 years clinical experience in laryngectomy care.
- Speech pathologist with <3 years clinical experience in consultation with an eligible prescriber.

Responsibility of prescribers

- Provide education to the patient around the QHSSL scheme.
- Confirm applicant's eligibility – verification of residency in Queensland, obtain copy of Medicare card and advise MASS of any changes in eligibility.
- Determine the most appropriate QHSSL consumable/s and ensure the applicant/carer has the cognitive, physical, and psychological ability to use the prescribed items appropriately.
- Ensure that the applicant/carer is aware of application and freight charges for each order.

Prescribers and clients are responsible for monitoring the funding balance.

Refer to tools on QHSSL HME [iLearn](#) program to assist in keeping track of this.

What happens if my client doesn't spend their full funding limit?

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

What happens if my client exceeds their funding limit?

MASS will not process an application that will exceed the limit. MASS will contact you to discuss how the application may be changed if funds are inadequate.

Completing QHSSL applications as a prescriber

To become a prescriber please register via website - health.qld.gov.au/mass/eApply

- All applications (new and repeat) are lodged electronically by an eligible prescriber through [MASS-eApply](#) using the *HME and Laryngectomy Consumables Form*.
- New applications require a copy of the client's Medicare Card.
- Approved applicants are eligible for approved respiratory/HME consumables per applicant per year (12 months), commencing from when the first application for that year is lodged with MASS.
- Please provide a street address for delivery. This is preferred over a PO Box address.

- After lodging an application, the prescriber will receive a confirmation email and provide the client with a copy of the application to check ordered items against the delivery docket.
- MASS will review the application within 2-3 working days to confirm client eligibility and adequate funds are available for the products requested. If appropriate the application will automatically approved. You or the client may be contacted by MASS if queries arise.

Managing incorrect orders or delivery issues

Please contact MASS (Ph: (07) 3136 3510 or email: MASS-oxygen@health.qld.gov.au) if the following arises:

- **Change to an order not yet delivered** - An application amendment may be required via [MASS-eApply](#).
- **Client has not received their complete order** (initial and/or backorder) - within 14 days of prescription.
- **Client has received the incorrect product** - Providing the providing the products are in good condition the you or the supplier will be asked to contact the client to organise pick up of the incorrect item and replacement with the correct item.
- **Client has ordered the incorrect product** - Return of the products will need to be discussed with MASS. Subject to the Supplier's return policy for incorrect orders, including the potential of a re-stocking fee, the client's QHSSL balance will be credited accordingly.

Suggesting new products for QHSSL program - QHSSL product reviews are conducted annually. Please contact MASS via email: MASS-oxygen@health.qld.gov.au for product requests to be reviewed by the HME working group.



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