

Medical Aids Subsidy Scheme (MASS)

# Application Guidelines for Cystic Fibrosis



## Medical Aids Subsidy Scheme (MASS) - Application Guidelines for Cystic Fibrosis

Published by the State of Queensland (Queensland Health), May 2021

This document is licensed under a Creative Commons Attribution 3.0 Australia licence.



To view a copy of this licence, visit [creativecommons.org/licenses/by/3.0/au](https://creativecommons.org/licenses/by/3.0/au)

© State of Queensland (Queensland Health) 2021

You are free to copy, communicate and adapt the work, as long as you attribute the State of Queensland (Queensland Health).

### For more information contact:

Medical Aids Subsidy Scheme, Metro South Health, Queensland Health, PO Box 281, Cannon Hill QLD 4170, email [mass184@health.qld.gov.au](mailto:mass184@health.qld.gov.au), phone (07) 3136 3636.

An electronic version of this document is available at [health.qld.gov.au/mass](http://health.qld.gov.au/mass)

### Disclaimer:

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

# Contents

<b>Introduction</b>	<b>4</b>
Aim of CFP	4
Objectives of CFP	4
CFP Contact Details	4
<b>Eligibility</b>	<b>5</b>
Administrative Eligibility	5
Clinical Eligibility	6
<b>Subsidy Funding</b>	<b>6</b>
<b>Type of Aids and Equipment Provided</b>	<b>6</b>
<b>Eligible Prescribers</b>	<b>7</b>
<b>Prescriber Role</b>	<b>7</b>
Prescriber Responsibilities	7
Assessment	7
Selection of Aid or Equipment	7
Application Process	8
Client Aids and Equipment Usage	8
<b>Application Forms and Documents Required</b>	<b>8</b>
<b>Acquittal</b>	<b>9</b>
<b>Prioritisation</b>	<b>9</b>
<b>Ownership</b>	<b>9</b>
<b>Client Feedback – Compliments, Complaints and Appeals</b>	<b>9</b>
Compliments and Complaints Mechanisms	10
Client/Prescriber Satisfaction Feedback Form	10
Supplier Performance Report Form	10
Complaints and Compliments Form	10
Appeals	11
<b>Privacy statement</b>	<b>11</b>

# Introduction

The Medical Aids Subsidy Scheme (MASS) is responsible for the management and administration of the Cystic Fibrosis Program (CFP). The CFP provides a basic range of approved aids and equipment to eligible Queensland residents who have cystic fibrosis and are treated in a Queensland hospital. These administrative guidelines have been developed in consultation with respiratory specialists, respiratory physiotherapists, registered nurses, social workers, administrative staff and other key stakeholders.

## Aim of CFP

The aim of the CFP is to provide a basic range of aids and equipment to eligible Queensland residents who have cystic fibrosis and are treated in a Queensland hospital.

## Objectives of CFP

The objectives of the CFP are to provide:

- A consistent, centralised and quality service.
- Eligible people with a fair and equitable service based on clinical need.
- Eligible people with timely access to assistance through the program.
- Services to as many eligible people as possible within finite resources.
- Effective management of existing resources.

## CFP Contact Details

Address	Cystic Fibrosis Program Medical Aids Subsidy Scheme 41 Southgate Avenue, Cannon Hill QLD 4170
Postal address	PO Box 281, Cannon Hill QLD 4170
Telephone	(07) 3136 3510
Fax	(07) 3136 3500
Email	<a href="mailto:CFP184@health.qld.gov.au">CFP184@health.qld.gov.au</a>

# Eligibility

## Administrative Eligibility

The CFP considers adults are 16 years of age or over and that children are younger than 16 years of age.

### **A person eligible for assistance from the CFP must:**

- Be a permanent resident of Queensland.
- Hold in their own right\* (i.e. applicant's name shown on the concession card) one (1) of the following concession cards that details the applicant's current residence in Queensland:
  - Centrelink Pensioner Concession Card
  - Centrelink Health Care Card
  - Centrelink Confirmation of Concession Card Entitlement Form
  - Department of Veterans' Affairs (DVA) Pensioner Concession Card (if not eligible through DVA for the requested CFP aids or equipment)
  - Queensland Government Seniors Card.
- Provide the CFP with a copy of both sides of the relevant eligibility concession card OR a completed [MASS 84 Proxy Access to Centrelink Information Form](#)\*\* signed by the applicant/guardian.
- Have a permanent and stabilised condition or disability.
- Meet the clinical eligibility criteria applicable to the CFP.
- Have documented in the application to the CFP by the prescribing health professional, clinical justification from a functional and clinical needs perspective, as to why the aids and equipment are required
- Be able to appropriately store and maintain the aids and equipment.
- The applicant must be managed for their cystic fibrosis by a Queensland hospital multidisciplinary team. Additionally, the applicant must be a Queensland hospital out-patient and reside within the community.

\*Children can either have a card in their own name or be listed on their parents/guardians Centrelink eligibility card. Administrative eligibility for the CFP will be determined based on them being named on their parent's card and verification of the parent's eligibility for Pension Concession or Health Care Benefits.

\*\*This form authorises MASS to confirm with Centrelink the current status of Commonwealth benefits and other details as they pertain to concessional entitlement. This involves electronically matching details provided by the applicant to the MASS with Centrelink or DVA records to confirm whether the applicant is receiving a Centrelink or DVA benefit. This ongoing consent is effective only for the period that the applicant is a customer of the CFP. Consent may be revoked at any time by providing written notice to the CFP, however the applicant will need to provide a copy of both sides of the concession card to the CFP or the applicant may not be eligible for any assistance provided by the CFP. A brochure is available

from Services Australia that provides more details about the Centrelink confirmation eServices or on Services Australia’s website at [servicesaustralia.gov.au/individuals/centrelink](https://servicesaustralia.gov.au/individuals/centrelink).

## Clinical Eligibility

- Have a confirmed diagnosis of cystic fibrosis.
- Require the aids and equipment for airway clearance and inhalation therapy excluding pulmozyme medication.

Once an applicant has received aids from the CFP, they are ineligible to reapply again under a 12 month period for adults and six (6) month period for a child unless clinical need can be demonstrated.

## Subsidy Funding

The CFP has limits on the level of subsidy funding provided for categories of aids and equipment or specific aids and equipment. The CFP subsidy funding is not intended to meet the person’s total needs, rather to assist as many people as possible.

The CFP does not reimburse any portion of a person’s private funding. The CFP will not fund aids and equipment retrospectively, including temporary arrangements made by the person/applicant, health professional or other agency for the supply of the aids or equipment.

There is provision under the CFP for the replacement of lost or broken aids and equipment where there has been no change in an applicant’s clinical need and the incident was not able to be prevented by the applicant. Each lost and broken application will be assessed individually, by the Service Manager of the CFP.

## Type of Aids and Equipment Provided

**The CFP provides the following aids and equipment for Cystic Fibrosis patients only:**

Nebulisers	PEP Systems
<ul style="list-style-type: none"><li>• Pari LC Sprint</li><li>• Pari LC Plus</li><li>• Masks</li><li>• Mouth pieces</li></ul>	<ul style="list-style-type: none"><li>• Pari Pep S</li><li>• Pari Sys 1</li><li>• Turboforte (Flutter)</li><li>• Acapella Choice</li><li>• Therapep Gauge</li><li>• Astra Pep Pressure Gauge</li></ul>

The CFP does not provide filter sets.

# Eligible Prescribers

Physiotherapists or registered nurses associated with a cystic fibrosis centre or clinic (for nebulisers only).

## Prescriber Role

The CFP operates through a prescriber model, in that designated CFP prescribers for each category of aids and equipment, in consultation with the applicant, submit an application on behalf of the applicant to the CFP for consideration of subsidy assistance. For the CFP prescribers list, refer to the CFP - Designated Prescriber Chart at the conclusion of this section.

## Prescriber Responsibilities

- Are responsible for the accuracy of the prescription and application.
- Have current registration with their relevant Australian registration board.
- Familiarise themselves with the CFP administrative guidelines.
- Ensure that the applicant is fully involved in the prescription and application process.
- Make the applicant aware of the scope of the service provided by the CFP, including the eligibility criteria and conditions of supply.
- Advise the applicant that a waiting list may apply when demand for subsidy assistance exceeds available CFP resources.
- Ensure that they do not indicate to the applicant that CFP approval will be automatic and that they will receive the aid through the CFP.
- Make the applicant aware that they should contact the CFP within 14 days of any change of either residential address, or eligibility for the CFP funding subsidy (e.g. no longer eligible for a Health Care Card).

## Assessment

- Conduct a full functional assessment of the applicant's need and consider all aids and equipment options in terms of function, cost and usage.
- Provide additional information, if requested by the CFP, in order to identify eligibility for specific assistance available through the CFP.

## Selection of Aid or Equipment

- Provide information on the options/alternatives available.
- The physiotherapist to conduct an appropriate trial of the initially prescribed aids or equipment.

- Take responsibility for the selection of the most appropriate aid and/or equipment for the applicant.
- Select aids and equipment from the standing offer arrangement (SOA) where one is in place.
- Where the applicant's request and expectations differ from the prescriber's assessment and recommendation, the issues are to be resolved so that a satisfactory agreement is made between the prescriber and applicant regarding the applicant's needs and anticipated outcomes. This is to be finalised before application for the aid and/or equipment is forwarded to the CFP.
- Be aware that the CFP will not pay for a replacement/exchange item that has been inappropriately/incorrectly prescribed, once ordered. The CFP officers will refer these cases back to the original prescriber's agency for their funding consideration.

## Application Process

- Complete all application forms in detail to clearly explain the applicant's functional/clinical need for the chosen aids and/or equipment.
- Forward the completed application form to the CFP.
- Only provide the aids and equipment from the hospital storage upon approval of the CFP officer.
- Initial any corrections made on the application form.
- Maintain records and information that would enable another prescriber to effectively take over management of the applicant's application and/or subsequent applications.
- If separating as the prescriber, before the applicant receives the aids and equipment, arrange a new prescriber for the applicant and inform the applicant of this change.

## Client Aids and Equipment Usage

- Ensure the CFP applicant is instructed on the use of the aids and/or equipment and is able to use the aids and/or equipment appropriately and safely.
- Draw the CFP applicant's attention to any operating and care instructions.
- Draw the CFP applicant's attention to the need for the aids and/or equipment to be cleaned, maintained and stored appropriately in accordance with the care instructions.

Prescribers should be aware that the CFP will not pay to replace an item that has been inappropriately prescribed or is unsuitable for the applicant's home environment. The CFP will refer these cases back to the original prescriber's agency for funding consideration.

## Application Forms and Documents Required

- [MASS10 CFP Cystic Fibrosis Application Form](#)



- signed [MASS 84 Proxy Access to Centrelink Information Form](#) or photocopy of both sides of the applicant's concession card.

Application forms the CFP considers to be incompletely documented will be returned to the prescriber and will remain the property and responsibility of the prescriber until completed. This may result in processing and delivery delays for applicants.

## Acquittal

The CFP may implement an acquittal process to ensure that the applicant receives the best possible service outcome. If the aids and equipment are not as required by the applicant or are not as prescribed by the prescriber, the CFP team must be notified immediately. The rectification of the situation is between the prescriber, applicant and the supplier.

## Prioritisation

Demand for subsidy assistance may exceed the available CFP resources and a waiting list may exist.

## Ownership

The aids and equipment provided are single person use only and will be given to the applicant. Ownership conditions will include:

- The person being responsible for cleaning and maintenance of the aids and equipment.
- The person not normally being eligible for other similar aids and equipment within a 12 month period for adults and six month period for a child unless clinical need can be demonstrated.

## Client Feedback – Compliments, Complaints and Appeals

The CFP recognises that consumer feedback, both positive and negative, is essential in order to provide a quality service that meets the needs of our consumers. Compliments and complaints can be made both verbally and in writing or by using the forms as detailed below. Feedback can assist in resolving specific issues of concern. It also assists the CFP to identify areas where there is an opportunity to improve services provided by the CFP.

The CFP will treat all complainants with respect, sensitivity and confidentiality. Complainants will not be subjected to any prejudicial treatment as a result of making a complaint about the standard of service received.

The consumer's privacy is protected in accordance with the MASS Privacy Statement. In general, MASS is committed to maintaining strict confidentiality in respect to information provided and will not divulge such information without consent of the consumer.

The CFP will endeavour to provide feedback to the complainant on the progress of their complaint at regular intervals throughout the complaint management process.

## Compliments and Complaints Mechanisms

To assist the process, consumers are encouraged to provide factual and full information of their concern. The compliments and complaints management process which the CFP implements generally depends on the nature of the issue, as follows:

- Issues concerning the performance of the CFP whilst providing its service. These types of issues are investigated and resolved, if possible, at the CFP level.
- Issues concerning the outcome of an application to the CFP for assistance. These types of issues are reviewed by the CFP administrative, clinical and management personnel, and if necessary with co-opted health professionals who have a holistic knowledge of the CFP client population, the CFP procedures, and aids and equipment provided by the CFP. The aim is to objectively review the issues of concern relative to the CFP providing an equitable and consistent service to all applicants within the scope of assistance provided by the CFP.

Complaints that cannot be resolved at the CFP level are referred to the MASS Director for consideration or appropriate referral.

## Client/Prescriber Satisfaction Feedback Form

The [MASS81 Client/Prescriber Satisfaction Feedback form](#), available on the MASS website at [health.qld.gov.au/mass/](http://health.qld.gov.au/mass/) and from MASS service centres, may assist consumers to provide feedback to the CFP. Completed forms can be returned to the CFP service centre or emailed to MASS on [CFP184@health.qld.gov.au](mailto:CFP184@health.qld.gov.au).

## Supplier Performance Report Form

The [MASS80 Supplier Performance Report form](#), available on the MASS website at [health.qld.gov.au/mass/](http://health.qld.gov.au/mass/) and from MASS service centres, may assist prescribers or consumers to provide comment on suppliers of the CFP aids and equipment or on the standard of the CFP aids and equipment. Completed forms should be returned to the CFP or emailed to MASS on [CFP184@health.qld.gov.au](mailto:CFP184@health.qld.gov.au).

## Complaints and Compliments Form

The [MASS Complaints and Compliments Form](#), available on the MASS website at [health.qld.gov.au/mass/](http://health.qld.gov.au/mass/) and from MASS service centres, may assist consumers to provide feedback to the CFP. This form can be completed anonymously. Completed forms should be returned to the CFP or emailed to MASS on [CFP184@health.qld.gov.au](mailto:CFP184@health.qld.gov.au).

The compliments and complaints management process that CFP implements generally depends on the nature of the issue. Issues concerning the performance of suppliers and/or the aids and equipment they have provided are investigated and resolved, if possible, by the MASS Contracts Manager.

To investigate and resolve these issues it will generally be necessary for the CFP to contact the supplier, who by nature of the investigation, may be able to identify the consumer even if names are not provided by the CFP to the supplier. Complaints that cannot be resolved at the local level are referred to the MASS Director for consideration or appropriate referral.

## Appeals

If a prescriber wishes to apply or reappeal the outcome of an application, this may be done in writing, by the prescriber, to the CFP, with the provision of additional written clinical supportive information.

Should the applicant wish to appeal the outcome of an application, the CFP will require the involvement of their prescriber or another designated prescriber of the applicant's choice. The CFP will require the prescriber to provide additional written clinical supportive information. The CFP will initially address reapplications or appeals.

## Privacy statement

The Queensland Health, Medical Aids Subsidy Scheme (MASS) is collecting administrative, demographic and clinical data as part of the MASS application processes, in accordance with the Information Privacy Act 2009 and Health Services Act 2011, in order to assess the applicant's eligibility for funding assistance for the supply of aids and equipment.

The information will only be accessed by Queensland Health officers. Some of this information may be given to the applicant's carer or guardian; other government departments who provide associated services; the prescribing health professional for further clinical management purposes; and to those parties (e.g. community care, commercial suppliers and repairers) requiring the information for the purpose of providing aids, equipment and services.

Your information will not be given to any other person or organisation except where required by law.

For more information on the Queensland Health Privacy Policy, visit the website at [health.qld.gov.au/global/privacy](http://health.qld.gov.au/global/privacy).