

Applying for Continence Aids using MASS-eApply, after Recent Upgrades to the System

Medical Aids Subsidy Scheme

22 February, 2024



Queensland
Government

Session Outline

MASS Contingence Aids – General Information

Contingence Assessment, as Required by MASS

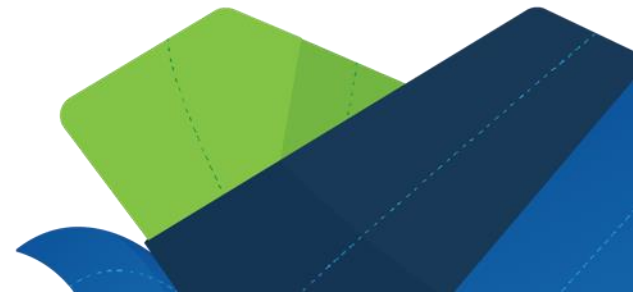
Selecting MASS Contingence Products

MASS-eApply Information and Resources




Screen Share of MASS-eApply for Contingence

MASS Education Resources

Questions



Eligibility for MASS

	General MASS (Non-palliative)	Palliative Care Equipment Program
Administrative eligibility	<ul style="list-style-type: none"> - Permanent Queensland resident - Concession card or Queensland Government Seniors card holder <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>Exclusions: Eligible for continence aids through;</p> <ul style="list-style-type: none"> - NDIS - NIISQ - DVA - Transition Care - HCP levels 3 and 4 - Residential care - Inpatient <p>Under the age of 5 years for pads or nappies</p>	<ul style="list-style-type: none"> - Permanent Queensland resident - <u>MASS Palliative Care Confirmation Form</u> signed by a Palliative Care Specialist
Clinical eligibility	<ul style="list-style-type: none"> - Permanent and stabilised condition - Supporting clinical information for the following: <ul style="list-style-type: none"> ➤ Medical condition(s) ➤ Other contributing factors ➤ Physical, sensory, cognitive, communication skills ➤ Height and weight for mobility/daily living/continence aids ➤ Assessment and management/care plans 	<ul style="list-style-type: none"> - Palliative condition with prognosis less than 6 months - Supporting clinical information for the following: <ul style="list-style-type: none"> ➤ Medical condition(s) ➤ Height and weight ➤ Consideration of rapid disease progression and/or weight loss

Continence Assessment



Watch this 20 min recording for more details:
[Basic Continence Assessment](#)



- Description and history of bowel/bladder complaint
- Medical History, Medication and Functional Skills
- Personal Factors e.g. routine, oral intake, culture, goals
- Living Environment and Social Supports
- Review of [Bladder Diary](#) and [Bowel Habit Diary](#) / Discussion
- Current Strategies and Trials of Continence Aids

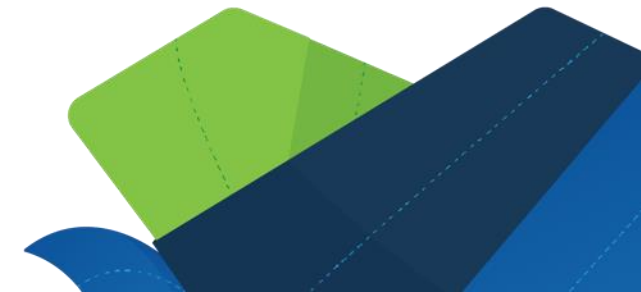
Refer to the [requirements of a MASS Continence Assessment](#)

When Selecting a Continence Aid, Consider:

- Quantity of loss
- Type of loss
- Type of aid
- Total capacity versus working capacity
- Size of the aid
- Skin integrity
- The client's expectations and lifestyle
- The client's ability to manage the aid
- Environmental needs
- Carer needs



***Remember: MASS has a no exchange policy.
Incorrect prescriptions go back to the prescriber!***



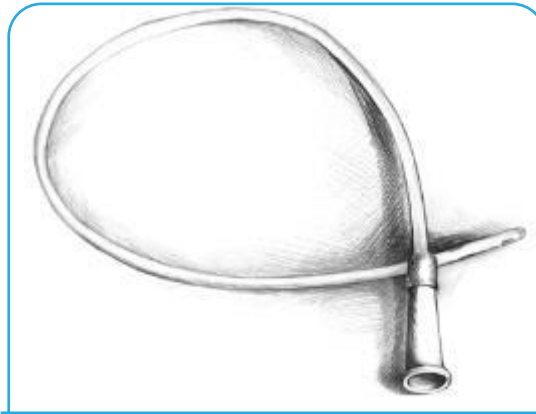
Continence Aid Types



Watch this 1hr recordings for more details:
[Overview of Products in the new MASS](#)
[Continence Standing Offer Arrangement SOA](#)



Containment



Conduction



Occlusive

Approved MASS Continence Products

Learn more:

Listen to our podcast episode [What to Know About Continence Aids: A Discussion with Christine Leech](#)

MASS-eApply

Medical Aids Subsidy Scheme

Home

Queensland subsidy schemes

Prescribing medical aids and equipment

Aids provided through hospital programs

Aids Provided through NDIS (Participant Information)

Repairs and maintenance

Clinical education

Client reference cards

MASS-eApply (online applications for prescribers)

Resources (Documents, Forms, Product Lists)

Contact us

Communication Aids



Start

Continence Application



Start

Cystic Fibrosis



Start

Daily Living Aids and Mobility Equipment



Start

HME and Laryngectomy Consumables



Start

Lymphoedema Compression Garments



Start

MASS-eApply Online Applications

[MASS-eApply Help and Support](#)

[MASS-eApply Registration](#)

[MASS-eApply Login](#)

[Info for Organisations and Administrators](#)

[MASS Eligibility Card](#)

[MASS-eApply applicant search](#)

[MASS-eApply Alerts](#)

[MASS-eApply Tutorials](#)

For enquiries and technical assistance (8am – 4pm weekdays):

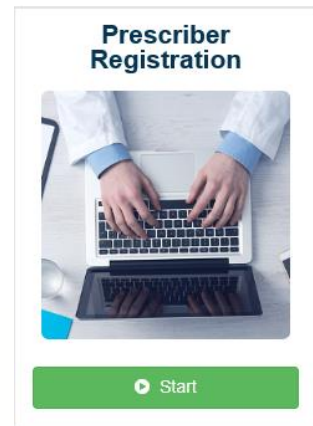
MASS-eApply@health.qld.gov.au



eApply Registration

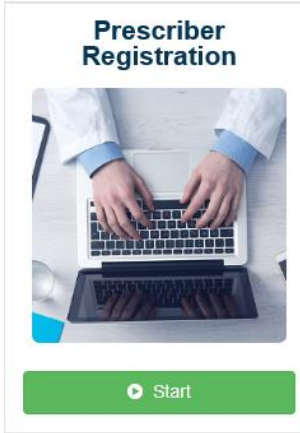
Prescribers can register as individuals or part of an organisation to access and complete applications as a team.

- Sole traders and solo practitioners can register as individuals
- A private practice with multiple practitioners, a work unit or team would register as an organisation
- [MASS-eApply Guide - How to register a user account](#)
- Organisation registration:
 - Allows you to view and complete applications as a team
 - Allows handover during employee absences and for different team members to complete parts of the form, e.g. admin complete applicant personal details then the application is completed and submitted by the prescribing clinician. Only designated prescribers may submit applications using eApply
 - [MASS-eApply Organisation and Organisation Administrator Support](#)



eApply Registration and the Administrator Role

- Organisations **should be registered at the local/ward level to** remain manageable for the users, e.g.1. Bayside Transition Care is a manageable organisation size compared to Metro South Hospital and Health Service; e.g.2. QEII Physiotherapy Department is more manageable than QEII
- The first person to register for an organisation will become the administrator. Others can be added so that there are multiple administrators per group. It is best to choose someone who communicates across the team to be an administrator since an administrator will:
 - Approve new prescribers
 - Maintain consistency in how people register, e.g. phone contact details may include mobile for the clinician and office number for the organisation
 - [MASS-eApply Information Sheet](#)



Multiple Administrator Roles

Prescriber Registration

Status: New

Your Organisation

Complete this registration if you are a MASS prescriber of:

- Daily Living Aids
- Mobility Aids
- Continence Aids
- Communication Aids
- Spectacles
- Heat Moisture Exchangers
- Palliative Care
- Home Oxygen
- Cystic Fibrosis Program
- Lymphoedema Compression Garments (Metro South catchment residents only)

* Select your registration type

I want to join an existing organisation I want to register a new organisation

* Select the existing organisation 

Cairns Hospital Physiotherapy

* Select an approver for this registration 

Ben Glenwright
Ry Darcy
Hamish Watkins

Next



MASS-eApply Registration

Email Address: Your email address will be used to send password resets and to complete the registration process. It will also be used for email notifications from MASS-eApply.

Username: Your username must be unique. MASS recommends using your email address as this is guaranteed to be unique.

Declaration and Authorisation: Read and agree to the declaration by ticking the box to proceed.

Organisations: The second page asks for your organisation. Existing organisations approved by MASS have an administrator designated to approve new users. MASS can tell you who the administrator is if your organisation is registered. Organisations new to eApply can use 'My Organisation is Not Listed' to enter their organisation details.

▼ Organisation Details

Please specify the following information about your organisation.

* New Organisation Name

▼ Address

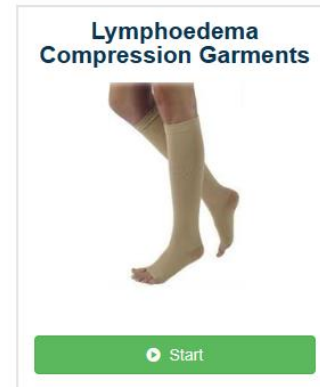
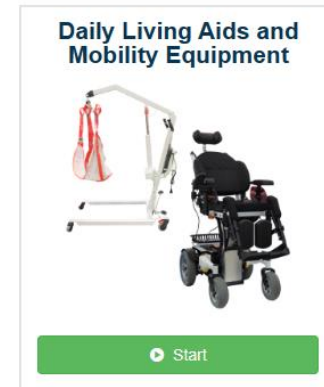
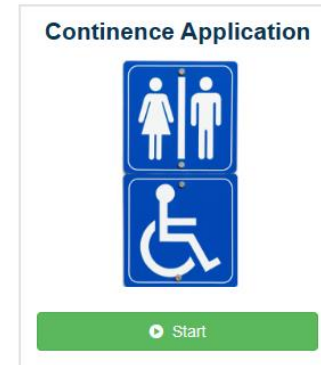
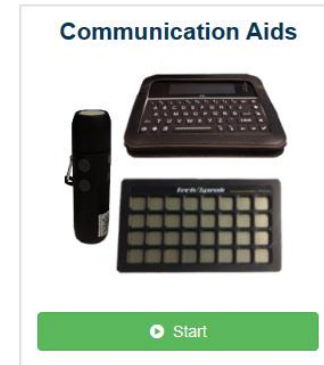
* Street Address

* Suburb & Postcode

Completing your Registration and Starting Out

Once approved, you will receive an email with a hyperlink to complete your account set up by choosing a password. This hyperlink is valid for five days. Once completed, you can login and access forms.

Go to Select the category of forms you wish to complete, e.g. Continen



Starting on Applications

Search MASS records for client details.

The client's B number can be used: [MASS Client Reference Cards](#)

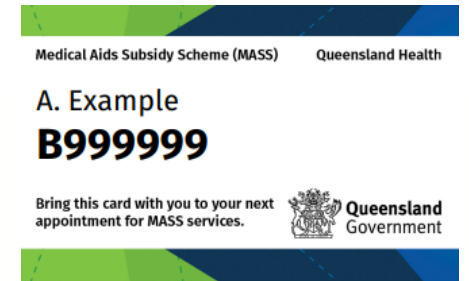
Otherwise, the following fields are required:

- Surname
- Date of Birth
- Concession type
- Concession card number

It is recommended you search MASS records, even for clients who are new to you, as they may have applied to other areas of MASS previously.

Client details will then load including their address and contacts. You should verify these are correct – you can make changes as required at this point.

If the client is not found you enter their personal details including phone, email, address (street, mail, delivery) carer, compensation or insurance claims details.



Continance Application

Applicant Search

Find Applicant

If the applicant has previously applied for services through the Medical Aids Subsidy Scheme (including non-electronic submissions), you can search for their details to pre-fill this form.

* Has the client previously applied for services through the Medical Aids Subsidy scheme?

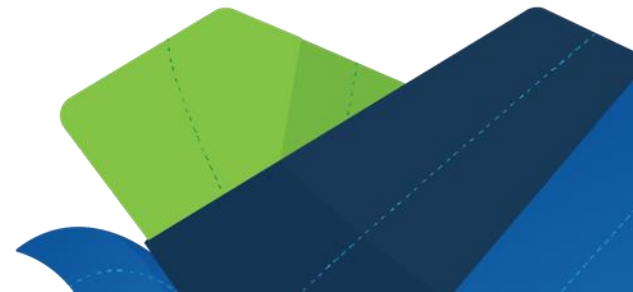
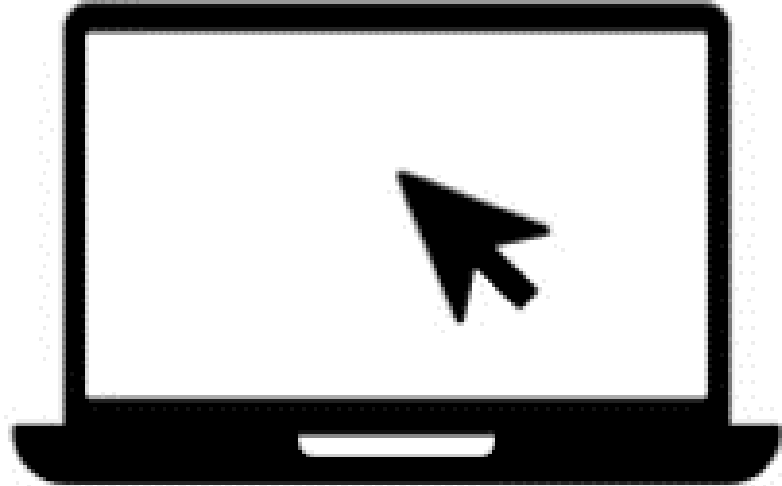
Yes, search for applicant No, enter information (or do not search)

Applicant Details

* Family name

Screen Sharing

We will now use screen sharing to work through fields required in an application.




Saving/Printing Application at Time of Submission

Applicant

Prescriber Details

Continenence Assessment

Continenence Products

Receipt 

Continenence Application


Receipt

Your receipt number is **286116**.

Applications cannot be amended or cancelled in MASS-eApply after submission. To check on the progress of this application or request a change contact MASS Continenence Service on 3136 3665 or MASS-ContinenenceAids@health.qld.gov.au

For technical support related to MASS-eapply contact MASS-eApply@health.qld.gov.au

Please [click here to download your document](#)

 Close



Saving/Printing Application at a Later Date

1. Locate application on the dashboard under 'Available Products'

Continenence Application

Show Filter Pane

Order Status MASS reference number Given name(s) Family name

Date of birth

States 282848

Created Modified

Originator

Filter Reset

Application Id	Order Status	MASS reference number	Given name(s)	Family name	Date of birth	Created	Submitted	Originator	Assignee	Organisation
282848	RCVD CLINICIAN	B32715	Mass	Stock	01/01/1953	06 Feb 2024 14:07	06 Feb 2024 15:24	First Prescriber		Medical Aids Subsidy Scheme

Further information
available at:
[MASS-eApply Guide](#)

Note: Unable to change an
application or delete it [after submitting](#)

2. Open application and navigate to download document

Welcome

Continenence Application

Continenence Products

Exchange policy

Please note: MASS has a NO EXCHANGE policy. Any incorrect prescriptions will be directed back to the prescriber

Back Next

Welcome

Continenence Application

Continenence Products

Receipt

Continenence Application

Receipt

Your receipt number is 282848.

Applications cannot be amended or cancelled in MASS-eApply after submission.
Continenence Service on 3136 3665 or MASS-ContinenenceAids@health.qld.gov.au

For technical support related to MASS-eapply contact MASS-eApply@health.qld.gov.au

Please click here to download your document.

UR NUMBER : B32715
STATUS : RECEIVED
QUANTITY : 2
SUPPLIER : BrightSky Australia
EQUIPMENT : Buddies Xtra Blue Bed Pad BD1003P – BD1003P

UR NUMBER : B32715
STATUS : RECEIVED
QUANTITY : 5
SUPPLIER : Independence Australia
EQUIPMENT : Tena Men Level 2 750759 – 750759

UR NUMBER : B32715
STATUS : RECEIVED

Dashboard - 'Order Status' in 'Available Products'

These are the options that you can see in 'Order Status' under 'Available Products' in the Dashboard:

DRAFT: In a draft form, not submitted to MASS

SUBMITTED: Acknowledges the application has been submitted to MASS

RECEIVED: Received by MASS

RCVD CLINICIAN: Received by MASS Clinician

APPROVED: Approved by MASS

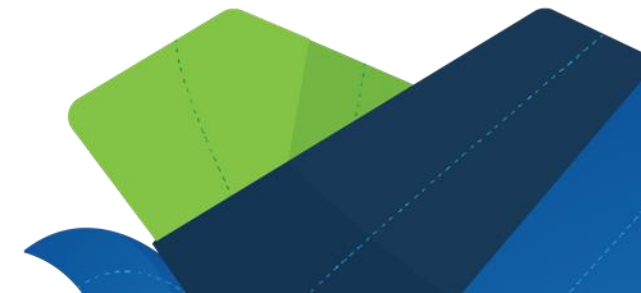
REJECTED: Rejected by MASS

NB: 'Rejected' may appear because the client has not yet reached the point in time where they are eligible for more continence products. An email is sent to the prescriber, asking them to reapply one (1) month prior to the renewal date. The client is also informed.

MASS Webinar Recordings for Further Learning

- [Contenance Management Strategies](#) - November 2023 (1 hr 14 min)
- [The Role of Static Bathing and Toileting Aids in Enhancing Safety and Independence](#) - October 2023 (1hr 4 min)
- [Meeting the Assistive Technology, Contenance and Pressure Management Needs of Bariatric Clients](#) – November 2022 (1hr 6 min)
- [Overview of Products in the new MASS Contenance Standing Offer Arrangement \(SOA\)](#) - October 2022 (1hr 20mins)
- [What's Involved in a Bowel Motion and Strategies to Improve Bowel Dysfunction](#) - May 2021 (1hr 8mins)
- [The Role of Allied Health in Contenance Management](#) - October 2020 (1hr 28mins)

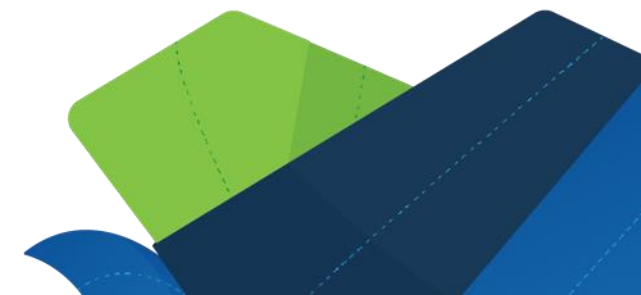
- [MASS Recorded Webinars and On-Demand Library](#)
(covering a range of topics in assistive technology)



Upcoming MASS CPD - 2024

DATE/TIME	TOPIC
Wednesday 6 th March 1.00 – 2.00pm	Ramps to the House and Slopes in the Garden: Will the Wheeled Walking Aid, Manual Wheelchair or Power Wheelchair Make It? Webinar registration
Thursday 2 nd May 9am – 12 noon	In-Person Workshop: Pressure Cushion Prescription (cost = \$10 - \$15) Workshop registration
Wednesday 15 th May 1.00 – 2.00pm	Assistive Equipment and People with Dementia Webinar registration
Wednesday, 5 th June 1.00 - 2.00pm	Aboriginal and Torres Strait Islander Women's Experiences of Living with Urinary Incontinence Webinar registration

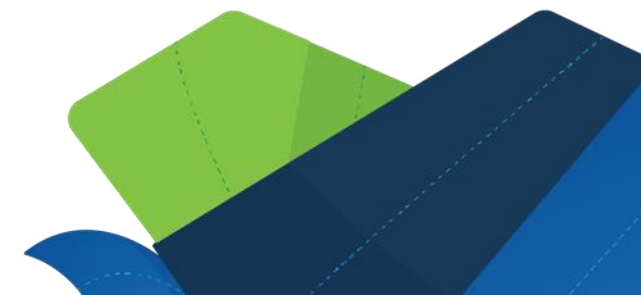
For all upcoming education events, please review the MASS Education Calendar at [Clinical education | Queensland Health](#)



Certificate of attendance



Complete the [webinar feedback form](#) to receive a certificate of attendance.



Thank you!

MASS Contenance Service

(07) 3136 3665 / 1300 443 570

MASS-Contenance@health.qld.gov.au

MASS Palliative Care Equipment Program

(07) 3136 3545 / 1300 443 570

MASS-PCEP@health.qld.gov.au



MASS-eApply Team

MASS-eApply@health.qld.gov.au

MASS Clinical Education

(07) 3136 3526/ 1300 443 570

MASS-Education@health.qld.gov.au

