

MASS Action

April 2022

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MASS recognises the traditional custodians of the land and waters where we provide health services.

We pay our respects to the traditional peoples—the Yugambeh, Quandamooka, Jaggera, Ugarapul and Turrbal peoples—and to Elders, past, present and emerging.

How would you rate your experience?

Great Good Fair Poor Very poor

Location: _____
(Hospital, service, department, ward)

Name: _____
(Optional - this helps us review your medical record to get more information about any issues)

Date of birth: _____
(Optional)

Phone: _____
(Optional)

Email: _____
(Optional)

Date: _____

Would you like to be contacted to discuss your concerns or to hear the outcome of your feedback?

Would you like to be involved in future activities that help us make the patient experience better in our hospitals and services?

More to say?
 Turn over to continue.

INTEGRITY • COMPASSION • ACCOUNTABILITY • RESPECT • ENGAGEMENT • EXCELLENCE

Have your Say

The Medical Aids Subsidy Scheme (MASS) is a statewide service and an operational unit of Metro South Health, Community and Oral Health.

At MASS, we want to give you the best care. We would like you to tell Metro South Health about your healthcare experience. We want to know when we are doing well and when we are not doing well so that we can make things better.

You can provide your feedback in person, over the phone, via email or online.

All feedback is confidential, and you don't have to tell us your name if you don't want to.

Contact Details

Phone: 07 3136 3636 or 1300 443 570
 Email: MASS184@health.qld.gov.au
 Website: health.qld.gov.au/MASS



From the Directors Desk

Welcome to the April 2022 edition of MASS Action.

On behalf of MASS, I would like to wish you all a Happy Easter and hope this latest MASS Action finds you safe and well.

Every year seems to bring new challenges. We have just started to adjust to the new normal of “living with COVID” as restrictions ease and travel, both international and across states, restarts.

I would like to thank all our prescribers, clients and MASS staff as we all work hard to ensure minimal disruption to MASS services. The recent floods have made this a bit more challenging, and our thoughts are with all those that have been affected. I know MASS staff have received calls from some of our affected clients and we have endeavoured to assist them where we can.

The supply issue we had at the end of last year remain and now other global issues, beyond our control, have started to affect cost of goods which will gradually flow on to all MASS service areas. Fortunately, MASS does have Standing Offer Arrangements (SOA) in place with suppliers which assists and provides an opportunity for our suppliers to apply for an increase under the terms of the SOA. MASS values our suppliers and I want to express our appreciation on how they keep MASS informed regarding challenges they may experience and through this communication we are able to resolve any issues to the benefit of our clients.

For those of you who use MASS eApply you will be pleased to hear that we are working on some improvements which will be introduced in a few months as we are working through the process as well as testing to ensure no issues will be experienced. One of the improvements is the address verification which should help to more quickly and accurately fill in the address fields.



Image 1 John Vasil, Director, Medical Aids Subsidy Scheme

With MASS eApply there is a little known function that can help speed up the application process. MASS eApply provides the option to use a client’s MASS B number, surname and date of birth which will then auto populate the address field for the client. We would like to see the MASS B number used for all existing clients as it helps to reduce client record errors can save application time

We have been busy at MASS as you will see from the articles and I hope you enjoy the information in this MASS Action.

Thank you for the great work you all do. I’ll leave you with a quote until next time.

Happiness is letting go of what you think your life is supposed to look like and enjoying it for everything that it is. – Mandy Hale



Clinical Education

MASS provides regular education for prescribers, allied health assistants, clients and carers. Students studying to become a health professional in any MASS designated prescriber category are also welcome to participate.

Most education sessions are provided in webinar format using Microsoft Teams, which are free to attend. Workshops are available with a registration fee to attend.

MASS is in the process of developing the MASS Education Calendar for July to December 2022. The calendar will be published on the MASS website in July 2022 and will also be emailed to our prescriber distribution list. The calendar provides details on upcoming events and links to register.

MASS encourages all persons to contact our Clinical Education Team at MASS-Education@health.qld.gov.au with any feedback, suggestions for future presentations, if you would like to be involved in a presentation or should you wish to be included on the prescriber distribution list.

April to June 2022 Webinars



We warmly invite you to join us in our webinars on the following topics.

26 April 1:00-2:00pm

[Meet the new TD Pilot – a speech generating iPad controlled with your eyes.](#)

26 May 1:00-2:00pm

[Update on the MASS Palliative Care Equipment Program \(PCEP\) and developments in Palliative Care.](#)

8 June 1:00-1:30pm

[MASS-eApply in a Nutshell](#)

For those who missed our past webinars, you can access recordings via the [MASS Education Calendar](#).

For more information, visit health.qld.gov.au/mass/education



MASS-eApply

MASS-eApply is an online system designed to provide greater versatility for prescribers on the applicant's behalf from any location.



Updates:

- Organisations can now have multiple administrators (approver of new users). To Administrators can be added, removed or changed to another user in the organisation by contacting the MASS-eApply team.
- The [Guide to using MASS-eApply](#) has been updated to include new administrator tasks and updated step-by-step instructions for all application types.

MASS-eApply runs through your internet browser and is available across all devices. **Note:** Internet Explorer is being phased out by Microsoft - MASS-eApply is no longer supported.

For more information, visit health.qld.gov.au/mass/eApply
For technical assistance contact MASS-eApply@health.qld.gov.au

Trial Programs and Service Improvements

New - Basic Mobility Aids Trial

MASS has undergone significant change in the last few years, particularly in response to the introduction of NDIS, with regards to its client base. MASS now provides services for a predominantly older (>65years) population who correspondingly have primarily age-related conditions, increasing frailty and declining functional ability.

MASS recognises that these can impact directly on an individual's health and wellbeing and can place them at significant risk of avoidable or premature hospital admission.

The Basic Mobility Aids Trial that MASS has initiated over the next 6 months introduces a new range of basic manual, tilt and power wheelchair options for provision by Prescribers.

These new categories will support the current MASS eligibility requirements for **“The most basic mobility item which meets the**

applicant's needs for seating, mobility and functional activities to be requested”. In so doing it will hopefully provide Prescribers with a more flexible cost-effective range of options better suited to applicant's needs.

MASS Administrative and Clinical Eligibility requirements remain the same as previous and MASS will continue to subsidise only one mobility item for an applicant's primary mobility within the home environment. To view the range of new basic manual, tilt in space manual and power wheelchair options available please visit the [MASS Mobility Aids webpage](#) to access the new [Basic Mobility Aids Trial Guidelines supplement](#) and updated [equipment weblinks](#).

As MASS is providing this within existing budgeting constraints the viability of this Trial will determine whether it can be adopted permanently.



For more information, visit: health.qld.gov.au/mass/prescribe/mobility

Contenance Aids: How to Apply via MASS-eApply

The Contenance Aids Application (Initial and 3 yearly Review) are submitted by the prescriber online via [MASS-eApply](#). The online application enable prescriber and MASS client data to be auto populated into an application.

An online application provides the user with immediate confirmation of administrative eligibility with a live check for Centrelink and Health Care Card holders.

Applications submitted via [MASS-eApply](#) mitigate the risk of rejection as they are less likely to be incomplete due to the system being configured to ensure all mandatory fields are completed prior to submission.

For more information on MASS-eApply, refer to page 3.



Continance Aids Subsidy Increase

The new subsidy levels will apply to Continance Aids – Category 1 (Containment Aids) with a **received date of 1 March 2022** onward.

Subsidy levels will apply as follows:

- Adults up to 2.5 pads per day = 450 pads per 6 month period
- Children up to 4.5 pads per day = 810 pads per 6 month period

For more information, visit health.qld.gov.au/mass/prescribe/continance

Communication Aids - iPad for AAC Trial

The trial of iPads as an alternative to a traditional speech generating device has been continuing over the last 12 months.

A decision will soon be made on the iPad being made a permanent option for MASS eligible clients with little or no speech. In the meantime the trial will continue until 30 June 2022, giving applicants the choice of using an iPad for their primary means of communication, as a modern mainstream alternative option to speech generating devices.

The iPad option through our Communication Aids service area provides clients with:

- 10.2" Wi-Fi iPad with 128GB.
 - Compatible Speech Case for protection/amplification.
 - An Augmentative and Alternative Communication (AAC) app
- An application for an iPad will always need to be accompanied with an AAC app.

Further information on iPad's for AAC can be found at health.qld.gov.au/mass/prescribe/communication

New – Client Reference Cards

MASS is introducing MASS Client Reference Cards, to assist clients with their applications, and to provide information for your local health professional, equipment provider or contacting MASS.

For more information, visit health.qld.gov.au/mass/idcard.



Image 2 Example of A MASS Reference Card

New - Documents Listing Webpage

A document listing page to allow easy location of documents on the MASS website health.qld.gov.au/mass/docs



Indigenous Spectacle Supply Scheme (ISSS)



The ISSS provides eligible Indigenous Queensland residents with a pair of basic prescription spectacles. The ISSS project will run until 31/12/2022

For more information, visit health.qld.gov.au/mass/prescribe/indigenous-spectacle-supply-scheme

Palliative Care Equipment Program (PCEP)

An update to the [PCEP Guidelines](#) is in progress and will be released shortly on the PCEP webpage. Updates include Applicant/Nominated Support Person responsibilities, clarifications to the administrative eligibility criteria and a daily living and mobility aids exclusion list.

MASS is developing resources for PCEP such as a Consumer and Prescriber Information Booklet. Feedback or suggestions for these booklets, or for any other resources you feel will be helpful, is encouraged and should be sent to MASS-PCEP@health.qld.gov.au

For more information, visit health.qld.gov.au/mass/prescribe/palliative-care-equipment-program

Palliative Care Syringe Driver Program (PCSDP)

The MASS PCSDP commenced on 14/03/2022.

The program aims to support eligible Queenslanders of all ages with a palliative condition and approaching their end stage of life by providing access to a syringe driver for pain relief.

This program provides a Bodyguard T Syringe Driver on a loan basis for up to one month. It is available to eligible persons of all ages with a palliative condition and approaching, or in, the terminal palliative care phase, and will allow people to stay out of hospital, and in their home.

To be eligible for the PCSDP, an applicant must be a permanent Queensland resident with a

Queensland delivery address, provide a Medicare Card number for purpose of unique identification and provide a completed MASS PCSDP Palliative Confirmation Form signed by palliative care specialist or treating specialist/GP with palliative care specialist consultation.

There are devices throughout Qld outside the South east Corridor of the state, where the local Hospital and Health Service will look after patient needs. The devices can be found in the following regions: Cairns, Central West, Darling Downs and South West, Mackay, North West, Torres Strait and Cape, Townsville, West Moreton and Wide Bay.

More information, including how to apply, can be found at health.qld.gov.au/mass/prescribe/palliative-care-syringe-driver-program

Queensland Artificial Limb Service (QALS) Webpage

The QALS website has transitioned into the MASS overarching website – with updated resource pages for Advocacy and Support Groups, Amputee Clinics and Prosthetic Service Providers (PSP).

The QALS website is now available on health.qld.gov.au/mass/prescribe/artificial-limbs

New - Temporary Clinical Discretionary Allowance - Mobility and Daily Living Aids.

In order to support MASS applicant's, prescribers and suppliers during the COVID-19 pandemic with the resulting import/manufacture and freight price increases, MASS is introducing Clinical Discretionary funding on a temporary basis, where applicants meet specific clinical criteria.

Please note the following:

- The most basic item of equipment that meets the applicant's needs and is available for trial/purchase must be considered.
- Discretionary funding is not intended to provide increased funding towards a comparatively expensive item where a

similar more cost-effective item would be suitable.

- Discretionary funding may only be applied by MASS to equipment or items that are within the scope of MASS service provision.

The MASS Clinical Advisor will consider the needs of the applicant at the time of application assessment and may contact the prescribing therapist if further information/clarification is required for a decision regarding available temporary funding allowance. An information sheet on the temporary funding allowances will be available on the MASS website.

Pressure Redistribution Support Surfaces (PRSS)

Following a successful trial in 2021, MASS has made the new PRSS Daily Living Aids category permanent. This category now provides options for people who don't use a wheelchair but may need a pressure cushion or mattress/overlay on their recliner, lounge, chair, or when lying in a bed. Subsidy funding remains unchanged for applicants who require a mattress/overlay and wheelchair cushion.

Updated [guidelines](#) and lists of approved [mattresses/overlays](#) and [cushions](#) are now available on the MASS website. You can watch a recording of the webinar outlining the PRSS support surface category [here](#).

MASS-eApply update to include options for selection of a pressure redistribution support surface for a static recliner/lounge chair.



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