

Applicant Information Sheet

Application for Prosthetic Services

Eligibility

Administrative eligibility for funding assistance through the Medical Aids Subsidy Scheme (MASS) - Queensland Artificial Limb Service (QALS) is dependent upon the following criteria.

The applicant must:

- Be a permanently residing in Queensland with a Queensland delivery address.
- Listened on a current and open resident (Green) Medicare Card.
- Be 65 years of age or older.
- be an Australian Citizen, Permanent Resident or a holder of a protected special category visa (SCV).
- Not obtaining prosthetic funding support or services through another Government agency or state service (e.g. National Disability Insurance Scheme, Department of Veterna's Affairs (DVA) Rehabilitation Appliances Program (DVA))

Applicants who are undertaking legal proceedings for compensation relating to their limb loss may be eligible for temporary funding support under QALS while their case is under consideration. However, once the proceedings are complete a full reimbursement to QALS for all costs incurred will be required. Clients who have received compensation for their limb loss will not be eligible for prosthetic funding support under QALS for an identified period of time. Once the specific time period has expired and/or future prosthetic and medical costs in the settlement agreement has been expended.

The guidelines are available on the MASS website at health.qld.gov.au/mass

Clinical Eligibility

- Has acquired an amputation as a result of disease or injury and the level of amputation is complete trans-metatarsal/trans-metacarpal or higher OR has a congenital limb deficiency at a level that is complete trans-metatarsal/trans-metacarpal or higher.
- Assessed and deemed competent and suitable to use a prosthetic limb by a Rehabilitation Specialist, if recently undergone an amputation or osseointegration procedure.
- Completed an 'interim rehabilitation program' at an amputee clinic, been assessed and deemed competent and suitable to use a prosthetic limb.

How to Apply

1. Applicants wishing to apply to QALS must be registered as a client by completing a QALS [Registration form](#).
 - 1.1. Clients new to QALS require a history of prosthetic use as part of their registration – SW390/SW642 for primary definitive or a release of information for persons transferring to QALS from other funding sources.
 - 1.2. Applicants need to provide a copy of their Medicare Card, proof of QLD residency and eligible Visa (if applicable) with their registration form.
2. Applicant is to obtain [Clinical Prosthetic Clearance \(CPC\)](#) if applicable through their amputee clinic.
 - Applications for first/primary definitive – also require an [Amputee Mobility Predictor Assessment Tool \(AMPAT\)](#).
 - Applicants who have not used a prosthesis in an extended period of time.
 - After a diagnosis of a major medical condition or have undergone a surgery, including but not limited to: cancer, knee/hip replacements, Parkinson's Disease, Osseointegration, Further amputation
 - For replacement sockets/prosthesis for prosthesis's that are older than six (6) years.
3. Have their prosthetic assessment completed by a prosthetist at a QALS recognised Prosthetic Service Provider (PSP) - Prosthetist will apply on the applicant's behalf through MASS-eApply. More information can be found on health.qld.gov.au/mass/eApply.
4. QALS requires a completed [prosthetic issue and acquittal form](#) for payment of a service to occur. Services that are incomplete will require amendment for work done. Prosthetic limbs and sockets that are not issued to a client (both parts of Prosthetic Issue and Acquittal) will only be paid to the maximum cost of trial/check socket stage with non-reusable/non-returnable components.

Consent to Email Communication

MASS offers applicants the opportunity to communicate by email. This page provides information about the risks of email, conditions for use of email communication and how email communication is used. You can provide consent, or revoke consent to email communication by contacting MASS or completing the "Consent to Email Communication" page on your application forms.

Risks of communicating via Email

Communication by email has a number of risks which include, but are not limited to, the following:

1. MASS cannot guarantee that any particular email will be read or responded to.
2. An email can be circulated, forwarded and stored in paper and electronic files.
3. Backup copies of emails may exist even after the sender or the recipient has deleted their copy.

4. Email senders can easily misaddress an email or email can be received by unintended recipients.
5. Email communication can be intercepted, altered, forwarded or used without authorisation or detection.
6. Employers and online services have a right to archive and inspect communication transmitted through their systems.

Conditions for the use of electronic communication

1. MASS will use reasonable means to protect the security and confidentiality of information sent and received. However, because of the risks outlined above, MASS cannot guarantee the security and confidentiality of email communication, and MASS will not be liable for the inadvertent disclosure of confidential information.
2. Email is not appropriate for urgent or emergency situations, nor is it a substitute for care that may be provided during a face-to-face visit or a telephone/telehealth consultation.
3. It is my responsibility to inform MASS of email address changes
4. When emailing MASS, I will:
 - 4.1. Put the applicant name, date of birth and MASS reference number (URN) in the body of the email, not the subject line.
 - 4.2. Include the general topic of the email in the subject line. For example, “application status” or “delivery”
 - 4.3. Contact MASS via the alternative communication methods (phone, letter etc) if a reply is not received within a reasonable period of time.
5. I will not use email for communication regarding sensitive medication information.
6. I am responsible for informing MASS of any types of information that I do not want to be sent by email.
7. I am responsible for protecting my password or other means of access to email. MASS is not liable for breaches of confidentiality caused by myself or any third party.

Collection Notice

1. Queensland Health (QH) is required to manage my personal information in accordance with the Information Privacy Act 2009 and the Hospital and Health Boards Act 2011.
2. Email communication between myself and the health care professional will be printed and filed in my client record. As emails are a part of the client record, other individuals authorised to access the client record will have access to those emails.
3. Email messages from myself may also be delegated to another health care professional or staff member for response. Administration staff may also receive and read or respond to my emails.
4. Some of my personal information on my medical record may be given to caregivers, guardians and other government departments who provide associated services that require my information for the purpose of providing a health care service

Applicant Acknowledgements

I understand that:

1. I am entitled to select a prosthetic service provider (PSP) that I would like to obtain prosthetic limbs and services from and I may change my provider in future if I desire and if I have recently received a prosthetic limb or major prosthetic service, or one is being manufactured, I may need to wait until the associated warranty period(s) have passed.
2. I will be responsible for any travel and/or parking expenses incurred for appointments and to receive my prosthetic services.
3. I am required to attend appointments for casting, preparation and trial of any prosthetic limbs or repairs. Repeated failure to attend appointments may result in the suspension of provisions or cancellation of pending prosthetic work.

I acknowledge that the prosthetic services funded by QALS/MASS are:

1. For basic, day to day activities and mobility and are to be used in the manner and circumstances it was designed for.
2. Prosthesis remain the property of QALS unless advised by QALS in writing.
3. QALS accepts no liability for any injuries incurred in use of a prosthetic limb, or for loss or damages attributed to the use or misuse of a prosthetic limb. Wear and use of a prosthetic limb, funded fully or partially by QALS is at my own risk.

I confirm that:

1. The features and options of the prosthetic components, and any appropriate items have been fully explained to me by my prosthetist the possible cost implications that may incur as a result of MASS policy or subsidy.
 - 1.1. Prosthetic limbs and components that are not funded by QALS are my responsibility for the cost, maintenance, repair and replacement.
 - 1.2. Annual funding limits apply and are per amputation per client.
 - 1.3. QALS will not fund the repair or replacement of prosthetic services for items that are damaged due to lack of care, misuse or negligence. A statutory declaration is required for replacement items that are lost, broken or damaged.
 - 1.4. QALS will not fund repairs to expired prosthesis or components.
2. I will pay due care and attention to the maintenance and cleanliness of the prosthetic limb and componentry as per care and cleaning methods provided by the component manufacturers and PSP.
3. Under no circumstance will I attempt to adjust, repair or alter the prosthetic limb which could in any way affect the fit or function of the prosthesis. All repairs and/or adjustments to a current prosthetic limb provided by QALS will be undertaken by my PSP.
4. Warranty and expected periods of use:
 - 4.1. A new prosthetic limb is expected to provide up to 36 months of use before replacement is required. A replacement before this period may require clinical justification and/or clarification by the PSP maintaining the prosthetic limb and components. Prosthetic limbs and sockets should only be replaced when medically or mechanically justified, not solely based upon the age of the prosthesis
 - 4.2. The PSP warrants the integrity of all new prosthesis and socket for 12 months.

- 4.3. The PSP warrants new prosthetic limbs, sockets and major repairs for three months from the date of issue, including but not limited to, custom manufactured items; component replacements and adjustments on a Prosthesis and/or socket.
- 4.4. Warranty replacements are to be arranged by the PSP directly with the component supplier. Where no warranty period is indicated by the supplier, a minimum of six (6) months period from purchase is implied.
- 4.5. Cosmetic covers and artistic features are expected to last 12 months and will not be replaced if a new limb or socket replacement is requested. Not eligible for QALS funded interim clients and Osseointegrated prosthetic limbs.

I agree to:

Inform MASS within 14 days of any change in my contact details, residential address, or eligibility for QALS, or commence a compensation claim or receive a compensation payment for my limb loss.

Privacy Statement

The Queensland Health, Medical Aids Subsidy Scheme (MASS) collects administrative, demographic and clinical data as part of the MASS application processes, in accordance with the Information Privacy Act 2009 and Hospital and Health Boards Act 2011, in order to assess your 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. commercial suppliers, community care 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.



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