

## Frequently Asked Questions

Changes to the Continuous Glucose Monitoring Initiative from 1 March 2020

# FreeStyle Libre and Eligibility Criteria in Type 1 Diabetes Aged 21 Years and Over Eligible Concessional Status

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## General information

### High number of applications

The NDSS has received a high number of applications to access products through the Continuous Glucose Monitoring (CGM) Initiative since the introduction of FreeStyle Libre to the product list and streamlining of the eligibility criteria for people with type 1 diabetes above 21 years of age with a valid concession status. These applications have only been able to be processed by NDSS from 1 March 2020, when changes to the CGM Initiative started.

Due to the high number of applications, it may take a little bit longer than expected to receive notification of a decision on your application.

The diabetes health professional assessing your eligibility must carefully complete the certifier sections of the Continuous and Flash Glucose Monitoring Access Form—including details about the recommended product and their contact details. Not all products are suitable for everyone. So that your application can proceed without delay, please ensure that you and your health professional contact details are completed in full, in case we need to follow up for any reason.

Once your application has been approved, you will receive an email from us. Please call the NDSS Helpline on **1800 637 700** if you would like to find out more.

### CGM Initiative authorised approvers

We appreciate that some people experience difficulties accessing diabetes health professionals who are authorised to assess and certify eligibility to access the CGM Initiative through the NDSS.

Not all continuous or flash glucose monitoring products are suitable for everybody and it is important to talk to a diabetes health professional prior to starting use of a specific product. Only the diabetes health professionals listed on the form are authorised to certify eligibility.

The NDSS cannot approve forms that have been certified by GPs. GPs are not authorised to certify CGM Initiative forms. This is an Australian Government policy decision.

The CGM Initiative as part of the NDSS is an Australian Government initiative administered by Diabetes Australia.

## Flash Glucose Monitoring (Flash GM)

### Q. When does flash glucose monitoring become available?

A. Flash glucose monitoring (Flash GM) becomes available for people eligible to access the Continuous Glucose Monitoring (CGM) Initiative through the NDSS from 1 March 2020.

### Q. Who is eligible to participate in the CGM Initiative?

A. The people eligible to participate in the CGM Initiative and access CGM and Flash GM products through the NDSS are:

- Children and young people aged under 21 years with type 1 diabetes;
- Women with type 1 diabetes who are actively planning pregnancy, pregnant, or immediately post pregnancy;
- Children and young people under 21 years with conditions very similar to type 1 diabetes who require insulin; and
- People with type 1 diabetes, aged 21 years or older, who have a valid concessional status.

### Q. Are there different eligibility criteria for CGM and Flash GM?

A. No. The eligibility criteria for CGM and Flash GM are the same. If you, or the person you care for, are eligible to participate in the CGM Initiative, you can choose between CGM or Flash GM products in consultation with your health professional.

### Q. What is Flash GM?

A. Flash GM is a sensor technology that enables you to monitor your glucose levels without pricking your finger. In Australia, this technology is currently only available in the FreeStyle Libre product.

### Q. How does FreeStyle Libre work?

A. Freestyle Libre has two parts.

- The sensor device - a small, disposable device that is worn on the back of the upper arm and has a very small sensor that fits just under the skin. The sensor device works for 14 days.
- The reader – this can be either a smartphone with the FreeStyle LibreLink app, or a FreeStyle Libre Reader. The reader or smartphone is held over the sensor device to scan it and gives a current glucose reading, a graph of the last 8-hours of glucose readings, and a trend arrow (indicating if glucose is going up, down or staying steady). For more information visit [freestylelibre.com.au](https://freestylelibre.com.au).

**Q How do I start using FreeStyle Libre?**

A. We recommend that you also ask your diabetes health professional how to get started and best use FreeStyle Libre to help manage your diabetes.

There is information to get you started at the Abbott Diabetes Care website at [freestylelibre.com.au](http://freestylelibre.com.au).

**Q. How do I get glucose levels from the sensor device?**

A. You will need to either use:

- a mobile app (called Freestyle LibreLink) compatible with your smartphone or smart device

OR

- the FreeStyle Libre Reader.

**Q. How do I get the FreeStyle LibreLink app?**

A. You can download the FreeStyle LibreLink mobile app onto a compatible smartphone or smart device from the App Store or Google Play. For more information, go to Abbott Diabetes Care website at [freestylelibre.com.au](http://freestylelibre.com.au).

**Q. How do I get the FreeStyle Libre Reader?**

A. Once approved as an eligible registrant, you can order a free FreeStyle Libre Reader, by calling the Abbott Diabetes Care Helpline on **1800 801 478**. For more information, go to Abbott Diabetes Care website at [freestylelibre.com.au](http://freestylelibre.com.au).

**Q. How do I get the FreeStyle Libre sensors?**

A. You will need to apply using a Continuous and Flash Glucose Monitoring Access Form. It must be signed by an authorised health professional.

The forms are available on our website at [ndss.com.au/forms#cgm](http://ndss.com.au/forms#cgm)

Once your application form has been received and your eligibility confirmed, we will send you an email or letter outlining how to start accessing the sensors.

FreeStyle Libre sensors will be available from 1 March 2020 from your NDSS Access Point, usually a community pharmacy. Please note that Access Points will not have sensors in stock and will have to order these for you. It may take 24-48 hours for sensors to be delivered to the Access Point. Delivery times may be longer in rural areas.

**Q. Do I need to see my diabetes health professional?**

A. Yes. You should see your diabetes health professional and together you will need to decide which is the most suitable glucose monitoring product for you, or the person you care for, to use. Not all products are suitable for everyone. You will also need to apply for access using a Continuous and Flash Glucose Monitoring Access Form which will need to be signed by an authorised diabetes health professional.

**Q. I'm already using CGM, what do I need to do to change to FreeStyle Libre?**

A. You should talk with your diabetes health professional and together you can decide if FreeStyle Libre is a suitable product for you. This is because not all products are suitable for everyone.

If FreeStyle Libre is suitable, you will need to submit a completed Continuous and Flash Glucose Monitoring Update or Ceasing Access Form signed by an authorised diabetes health professional and available at [ndss.com.au/forms#cgm](https://ndss.com.au/forms#cgm).

**Q. Do I need a Starter Kit for FreeStyle Libre?**

A. No, FreeStyle Libre does not have a starter kit. However, you should consult your diabetes health professional about how to best use FreeStyle Libre as part of your diabetes management. You can also visit the Abbott Diabetes Care website at [freestylelibre.com.au](https://freestylelibre.com.au).

**Q. How many FreeStyle Libre sensors can I access?**

A. Each sensor is designed to stay on your body for 14 days. It is recommended that you order up to 4 sensors at a time. Sensors have a short shelf life so you should not try to order too far in advance.

In the unlikely event that you receive a faulty sensor or reader, you should contact Abbott Diabetes Care Helpline on **1800 801 478** for a replacement. Getting a replacement rather than ordering more supplies is better for you as it will not affect your annual product supply limits.

**Q. Does FreeStyle Libre have alarms?**

A. No. It does not have alarms for high or low glucose levels.

**Q. Are diabetes health professionals and Access Points aware of this change?**

A. The Department of Health has written to health professionals and Access Points to inform them that FreeStyle Libre flash glucose monitoring has been added to CGM Initiative and will be available from 1 March 2020. We encourage you to talk to your diabetes health professional to determine whether CGM or Flash GM will be best for you, or the person you care for.

## Continuous Glucose Monitoring (CGM)

### Q. What Is CGM?

- A. A CGM device is a small wearable device that measures glucose levels throughout the day and night. It has alarms to let the user know if glucose levels are getting too low or too high, and what their glucose level is at any time, and whether it is stable or on the way up or down. These devices reduce the frequency of daily finger prick blood glucose checks. Some devices can work in conjunction with a compatible insulin pump while others send information to a receiver or an application (app) via a smartphone.

You can find out more about the devices available through the CGM Initiative at [ndss.com.au/cgm-device-chart](https://ndss.com.au/cgm-device-chart).

### Q. What is the benefit of using CGM or Flash GM?

- A. Using CGM or Flash GM may be helpful when managing type 1 diabetes and other very similar conditions. It may reduce stress, anxiety, and unscheduled visits to the hospital because of hypoglycaemia or hyperglycaemia.

You should see a diabetes health professional and together you will need to decide which is the most suitable product for you, as well as your eligibility. Not all products are suitable for everyone.

## Streamlining eligibility criteria

### Q. People with type 1 diabetes aged over 21 years with a valid concessional status. What has changed for this eligibility group?

- A. From 1 March 2020, the Government is streamlining the eligibility criteria to allow more people with type 1 diabetes, aged 21 years and older, access to products through the CGM Initiative. To be eligible for the CGM Initiative under this criterion, a person must have type 1 diabetes, be 21 years or older, and hold and maintain a valid concessional status. The requirement to demonstrate 'high clinical need' has been removed.

### Q. When will streamlining of the eligibility criteria for this group start?

- A. From 1 March 2020, all people with type 1 diabetes, 21 years of age or older, who maintain a valid concessional status, will be eligible to access products through the CGM Initiative

**Q. What does this mean for other people who can access products through the CGM Initiative?**

- A. The eligibility criteria for other groups eligible to access the CGM Initiative have not changed. This includes:
- Children and young people aged under 21 years with type 1 diabetes;
  - Women with type 1 diabetes who are actively planning pregnancy, pregnant, or immediately post pregnancy; and
  - Children and young people under 21 years with conditions very similar to type 1 diabetes who require insulin.

**Q. What does “valid concessional status” mean?**

- A. Valid concessional status is outlined in the following table:

Concession types
Commonwealth Seniors Health card (as issued by DHS* or DVA**)
Commonwealth Pensioner Concession card (as issued by DHS or DVA)
Commonwealth Health Care card (as issued by DHS or DVA)
DVA Gold card
DVA White card
Identifies as an Aboriginal and/or Torres Strait Islander person

\*DHS Department of Human Services

\*\*DVA Department of Veterans' Affairs

**Q. How do I provide information about my concessional status?**

- A. The type of concession you hold (e.g. Health Care card, Pensioner card, or identify as Aboriginal or Torres Strait Islander person etc.) must be detailed on your application form.

This must include the identifying number and the expiry date on the card.

Updated concessional card details can be provided using our Personal Details Update Form ([ndss.com.au/forms](https://ndss.com.au/forms)) or by calling the NDSS Helpline on **1800 637 700**.



**Q. What happens when my concessional status expires? Do I lose eligibility?**

- A. No, you will not lose eligibility. You will need to revalidate your concessional status every 12 months to continue to access the CGM Initiative. We will remind you to revalidate your concessional status 4 weeks before the end of your 12 months' access period. If you have not revalidated your concessional status before the end of 12 months, your eligibility will be suspended until you can do this. While your eligibility is suspended you will not be able to access subsidised products through the CGM Initiative. Once your concessional status is revalidated, you will be able to access products through the CGM Initiative again.

Updated concessional card details can be provided using our Personal Details Update Form ([ndss.com.au/forms](https://ndss.com.au/forms)) or by calling the NDSS Helpline on **1800 637 700**.

**Q. Are aged pensioners included?**

- A. People who hold a valid aged pension card can access fully subsidised CGM and Flash GM products through the NDSS. More information about the CGM Initiative and the application process is available at [ndss.com.au/cgm](https://ndss.com.au/cgm).

**Q. What do I do if I no longer need to use CGM or Flash GM?**

- A. If you and your diabetes health professional determine that you, or the person you care for, are not benefitting from and can stop using CGM, please complete a Continuous and Flash Glucose Monitoring Access Form - Update or Ceasing Access ([ndss.com.au/forms#cgm](https://ndss.com.au/forms#cgm)).

**Q. What do I need to do if I already access subsidised products through the CGM Initiative?**

- A. If you are already access products through the CGM Initiative, you do not need to do anything, your access continues. You do not need to reapply.

If you are already using CGM and wish to change to another product, you should talk with your diabetes health professional and together you can decide what is a suitable product for you. This is because not all products are suitable for everyone.

To change to a different product (another CGM device or FreeStyle Libre), you will need to submit a completed Continuous and Flash Glucose Monitoring Access Form - Update or Ceasing Access signed by an authorised diabetes health professional and available at [ndss.com.au/forms#cgm](https://ndss.com.au/forms#cgm).