

## Continuous Glucose Monitoring (CGM)

**Continuous glucose monitoring (CGM) products are now available for subsidy through the National Diabetes Services Scheme (NDSS)**

### Background

**The Australian Government is providing access to fully subsidised continuous glucose monitoring (CGM) products through the NDSS.**

Subsidised access to CGM products is open to:

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

To gain access to subsidised CGM products, the person will need to be assessed by an authorised health professional to determine if they meet specific eligibility criteria.

The eligibility categories and criteria are available at [www.ndss.com.au/cgm](http://www.ndss.com.au/cgm)

A Continuous Glucose Monitoring Eligibility Assessment form cannot be accepted by an Access Point or entered into NDSS Connect by an Access Point. It must be submitted to an NDSS Agent as per the instructions on the form.

If your Access Point receives a completed CGM Assessment form, email the form to [ndss@diabetesaustralia.com.au](mailto:ndss@diabetesaustralia.com.au) as per the instructions on the form.

### What is CGM?

The CGM systems are small wearable devices that can warn users if blood glucose levels are too low (hypoglycaemia) or too high (hyperglycaemia). These devices reduce the number of finger prick tests required. Some models can work in conjunction with a compatible insulin pump and other models send information to a receiver and/or smart mobile phone.

All CGM systems subsidised under the NDSS have two components: sensors and transmitters, which are subsidised and supplied through the NDSS.

The CGM sensors are available in boxes of four or five, and each sensor operates for six or seven days, depending on the model. Transmitters are supplied individually, and will operate for three months, six months or 12 months, depending on the model. For further details, please see the CGM Product Information cheat sheet.

### CGM Product Supply

Under this initiative, CGM products will now be available through NDSS Access Points to eligible groups listed above.

The process for ordering CGM products through the NDSS is the same as the process for insulin pump consumables. CGM products will only be visible to order in NDSS Connect for people who have been confirmed as eligible to access.

There is no copayment required for CGM products. They are fully subsidised for eligible people with diabetes through the NDSS.

## CGM Product Information

These tables provide the NDSS product information, as well as device compatibility information.

### NDSS Product Information

NDSS Code	Description	Supplier	Supplier Code	Pack Size	Usage Lifespan
900	Dexcom G4 PLATINUM Transmitter	AMSL	STT-GL-004	1	6 months
905	Dexcom G5 Mobile Transmitter	AMSL	STT-GF-004	1	3 months
910	Dexcom G4/G5 PLATINUM Sensor	AMSL	STS-GF-004	4	7 days
915	Guardian 2 Link Transmitter	Medtronic	MMT-7731	1	12 months
920	MiniLink Transmitter	Medtronic	MMT-7735CA	1	12 months
925	Guardian Connect Transmitter	Medtronic	MMT-7821NE	1	12 months
930	Enlite Sensor	Medtronic	MMT-7008A	5	6 days

### CGM System Product Compatibility

CGM System	Supplier	Receiver	Sensor	Transmitter
Dexcom G4 PLATINUM	AMSL	Animas Vibe insulin pump or G4 PLATINUM receiver	Dexcom G4/G5 PLATINUM Sensor	Dexcom G4 PLATINUM Transmitter
Dexcom G5 Mobile	AMSL	G5 Mobile receiver or smart phone* or t:slim X2 insulin pump	Dexcom G4/G5 PLATINUM Sensor	Dexcom G5 Mobile Transmitter
MiniMed 640G	Medtronic	MiniMed 640G insulin pump	Enlite Sensor	Guardian 2 Link Transmitter
Paradigm Veo Paradigm Real-Time	Medtronic	Paradigm Veo insulin pump and Paradigm Real-Time insulin pumps	Enlite Sensor	MiniLink Transmitter
Guardian Connect	Medtronic	Guardian Connect smart phone application (iOS and Android)	Enlite Sensor	Guardian Connect Transmitter

\* Check for compatible smart devices at <https://www.dexcom.com/ous-compatibility-page>

For more information on CGM products, please contact:

**AMSL (Australasian Medical & Scientific Ltd)**  
Phone: 1300 851 056  
Email: [diabetes@amsl.com.au](mailto:diabetes@amsl.com.au)

**Medtronic**  
Phone: 1800 777 808  
Email: [australia.diabetes@medtronic.com](mailto:australia.diabetes@medtronic.com)

**Helpline 1300 136 588**

**[ndss.com.au](http://ndss.com.au)**

## Ordering CGM Products

### Important product information to know

Products have two codes: the NDSS code and the supplier's code. See the CGM Product Information cheat sheet for all of these codes for CGM products.

**NDSS code** – this is used to identify and order the product in NDSS Connect

### Order on Demand

It is important to only order CGM product when a customer places an order. Do not pre-order stock or hold stock in store as this can affect the customers annual limits and restrict availability.

### To order CGM products, complete the following steps:

**Step 1:** Type in the customer's NDSS registration number or Medicare number to open their card on NDSS Connect.

**Step 2:** Check and update details (name, Medicare number, address, phone number, concession details) in the 'Registrant Details' section.

**Step 3:** Under the 'Diabetes Details' section, check the field 'CGM Initiative Status'. If this is marked as Active, this means the customer is able to access CGM products, and that CGM products will be visible in the product list.

CGM Initiative Status	Active
CGM Device	Dexcom G5 Mobile
CGM Initiative Expiry Date	12/04/2033

If the customer wishes to order CGM products but are not listed as active, they will need to call the NDSS Helpline on 1300 136 588.

**Step 4:** On the sales order screen, select the CGM product the customer would like to order. This may be listed at the top of the product list, under previous purchases. Any products not shown as previously purchased will be visible under the CGM section of the product list.

*Note: NDSS Connect will not allow purchase of a product that does not correspond to the device the*

*customer is using. An alert will appear to notify you that the selected item is not compatible. See **CGM Alerts** for more information and examples of alerts.*

**Step 5:** Input the number of CGM products in the order, as per normal processes.

*Note: Customers may only access up to three boxes of sensors and/or one transmitter per order. See **CGM Ordering Limits** cheat sheets for more information.*

**Step 6:** Check with the customer to make sure that the products ordered are correct. Read the order back to the customer before completing it.

*Note: Many of the CGM products have similar names or descriptions. To minimise incorrect product supply, this step is very important. See the **CGM Product Information** cheat sheet for product compatibility.*

**Step 7:** Process the order in NDSS Connect, along with any other NDSS products the customer may require. Collect any copayment required for other NDSS products (there is no copayment for CGM products).

**Step 8:** Advise the customer that they should re-order sensors when they start using their second last sensor in a box, to ensure uninterrupted access to products.

**Step 9:** Submit your Sub-Agent Transaction Summary (SATS) as soon as possible to complete the NDSS order. Make sure you print your SATS before submitting.

**Step 10:** Contact the customer to let them know their order can be collected once your pharmacy has received it, usually within 48-72 hours.

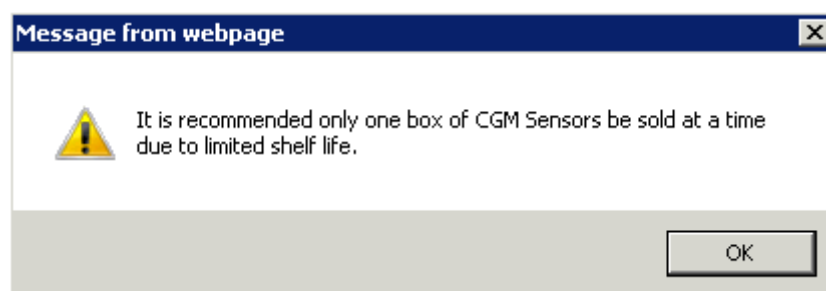
**Manual Ordering:** Manual ordering processes are completed as normal for CGM. If a customer is not eligible to access, an alert will appear when entering into NDSS Connect.

## CGM Ordering Limits: Single Transaction

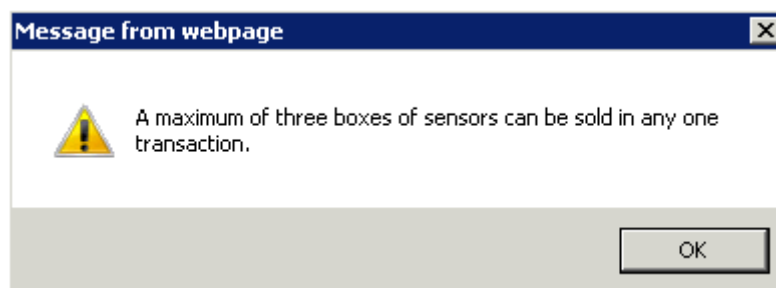
Due to the limited shelf life of CGM products, there are limits to how many of each product type a customer can purchase in one order.

### Sensors

It is recommended that customers only order one box of sensors per order, due to the limited shelf life. If you are placing an order through NDSS Connect that includes more than one box of sensors, a warning message will display.



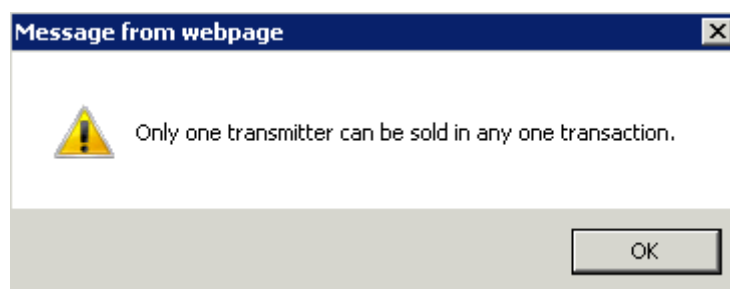
There are also hard limits in the system, which will prevent a customer from accessing more than three boxes of sensors in one order. If you are placing an order and there are more than three boxes of sensors included, an alert will display and you will not be able to complete the order.



To ensure uninterrupted product supply to the customer, please advise them that they should place another order for sensors when they insert their **second last sensor**.

### Transmitters

Customers cannot order more than one transmitter in an order. If you are placing an order with more than one transmitter, an alert will display and you will not be able to complete the order.



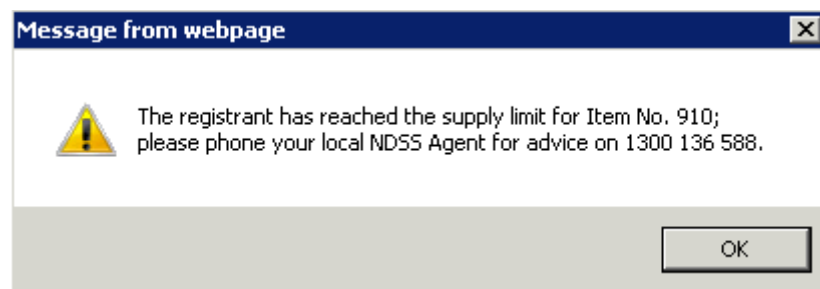
## CGM Ordering Limits: Annual

**As well as limits per transaction, there are also limits on the quantity of products that can be supplied in a 12 month period. To find out more about limits, you or your customer can call our Helpline on 1300 136 588.**

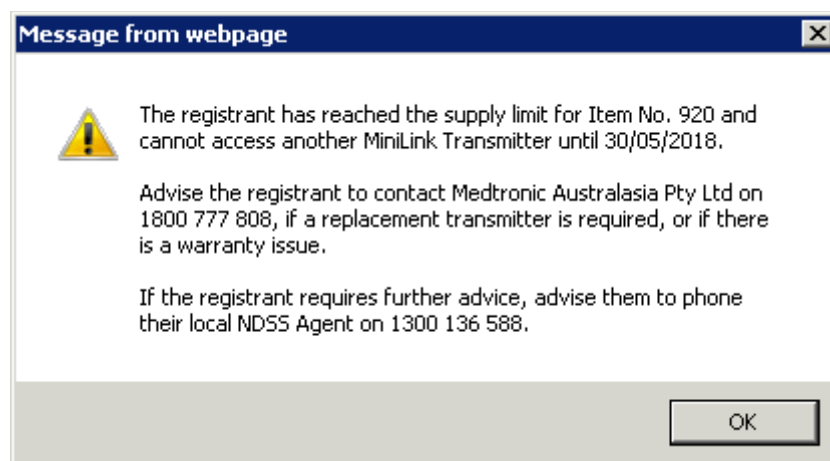
### Annual CGM Product Supply Limits

There are limits to the number of CGM products that can be purchased in a 12 month period by people who access CGM through the NDSS. These limits vary depending on the type of product, but allow for 12 months' worth of supply plus a contingency amount.

When a customer has reached the supply limit of **CGM sensors** over 12 months, the below message will be displayed. This will prevent the order from being placed.



When a customer has reached the supply limit of **CGM transmitters** over 12 months, the below message will be displayed and the order cannot be placed. Contact information will vary depending on the product supplier.



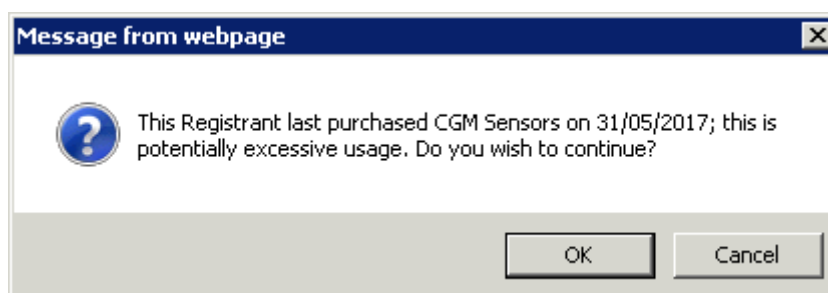
In this case, the customer may be eligible for an extension to access. This can only be accessed by calling the Helpline on 1300 136 588.

## CGM Alerts

Other alerts that may appear in NDSS Connect while ordering are below.

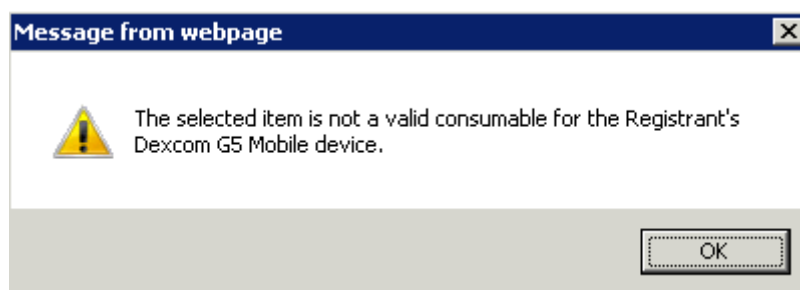
### Frequent Ordering

If the customer has placed an order for sensors within the last 18 days, an alert will appear. This will not prevent the transaction, but staff should check with the customer to alert them to this potentially excessive usage. If they have any questions, the customer can call the Helpline on 1300 136 588.



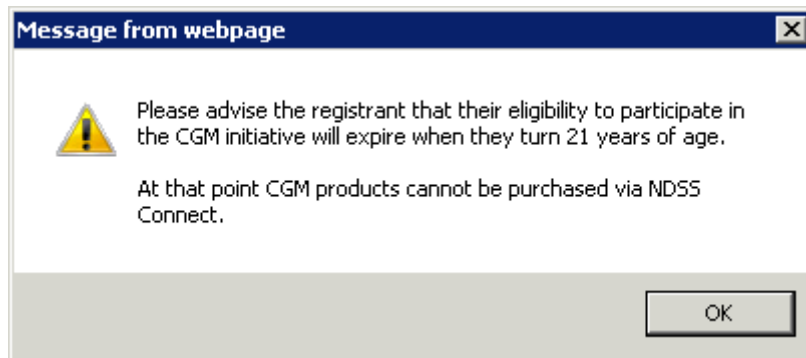
### Product Compatibility

The below alert will display, blocking the transaction, if a product is ordered that is not compatible with the customer's recorded CGM system. *This alert may not appear if a device has not been recorded, so all orders must still be checked with the customer.* If a customer needs to change device, they can call our Helpline on 1300 136 588 to find out more.



### Eligibility Warning

Where a customer is nearing the end of their access to CGM through the NDSS, an alert similar to below will be displayed. Please notify the customer, then process the order as normal.



## Troubleshooting CGM devices

If the customer is having trouble using their device or believe that it may be faulty direct them to contact AMSL for Dexcom products (1300 851 056) or Medtronic for Medtronic products (1800 777 808) in the first instance. Contacting the supplier rather than ordering additional supplies may mean they will receive a replacement product for AMSL or Medtronic without affecting their CGM limits.

## What if a CGM product is not available?

**If you receive advice from your wholesaler that a CGM product you have ordered is not available, please take the following steps to support your customer.**

### What do you need to do?

**Step 1:** Find out when the wholesaler estimates that the CGM product will be available. They may need to contact the product supplier (AMSL or Medtronic) to find out.

**Step 2:** Inform your customer that the CGM products they ordered are not currently available from the wholesaler. Advise them of the estimated date you expect your pharmacy to receive the CGM products. Your wholesaler should be able to give you this information.

**Step 3:** Ask the customer whether they have enough CGM products to last until their order is expected to be received by the pharmacy. This could include sensors or transmitters.

If **'yes'**, advise them how and when to collect their products from your pharmacy.

If **'no'**, go to step 4.

**Step 4:** If the customer won't have enough CGM products to last until their order arrives:

- Ask whether they have a CGM back-up plan. If they do, the customer may need to use their back-up plan until their order is supplied.
- If they do not have a back-up plan, refer them to their diabetes team for advice on how to manage their diabetes until they can get access to CGM products again.
- Encourage them to order their CGM products at regular intervals, and to always order more sensors when they start using their second last sensor.

**For more information or support, please call the NDSS Helpline on 1300 136 588.**