

Guidance for Healthcare Professionals:

Assisting Whānau with Diabetes to Apply for the Disability Allowance



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Introduction

Disability Allowance Guide for Healthcare Professionals

The purpose of this document is to support healthcare professionals (HCPs) who work with people with diabetes when applying for the disability allowance through Ministry of Social Development (MSD) for diabetes related technology and pharmaceuticals that are not currently funded. There are other costs that the disability allowance can fund which will also be covered briefly in this document.

This guide has been developed by health care professionals who have experience supporting people to apply for the disability allowance. The information in this document is readily available on the MSD website as of April 2025. The templates and tips throughout this document have been created and shared based on clinical experience. This is not a Ministry of Social Development document.

Disability allowance applications are assessed on an individual basis. There is no guarantee that the person will be approved for disability allowance funding. If you are having difficulties with the process please contact your local MSD Work and Income (WINZ) branch.

Thank you to the following people who collaborated to create this guide:

Jude Godwin, Social Worker Solita Donnelly, Diabetes Nurse Specialist Dr Ryan Paul, Endocrinologist Ministry of Social Development

Step 1. Check eligibility

Disability Allowance Application Guide

Check eligibility on the MSD website

Someone may be eligible for the Disability Allowance if they:

- have a disability that is likely to last at least 6 months
- have regular, ongoing costs because of your disability that are not fully covered by another agency
- are a New Zealand citizen or permanent resident
- normally live in New Zealand and intend to stay here.

It also depends on their household income. *Amounts from MSD website as of of April 1st 2025.

Your situation	Weekly income limit before tax
Single 16-17 years	\$675.60
Single 18+ years	\$843.78
Couple (with or without children)	\$1,256.07
Sole parent 1 child	\$942.23
Sole parent 2+ children	\$992.74

Tip: The patient does not need to already be receiving a benefit from MSD in order to be eligible for a disability allowance

Check what you might get here

Warning:

The maximum amount that people may be entitled to is **\$80.35 per week.** Before recommending that people utilise the disability allowance for continuous glucose monitoring, please make sure that they are aware that it may impact their ability to have other disability costs covered such as lawn mowing, GP visits, blister packing and other pharmaceutical costs.

Temporary additional support (TAS):

Temporary Additional Support is another form of assistance to enquire about if disability allowance is maxed out.

Learn more about the temporary additional support <u>here</u> To check eligibility for TAS follow the <u>link here</u>.

Temporary Additional Support is a weekly payment that helps you when you don't have enough money to cover your essential living costs.

Temporary Additional Support is non-taxable extra help paid for a maximum of 13 weeks. It is paid as a last resort to help people with their regular essential living costs that cannot be met from their chargeable income and other resources.

People must ensure that they are accessing all other assistance available to them, and take reasonable steps towards reducing their costs and increasing their chargeable income.

Remember:

- Each application for assistance is taken on a case by case basis.
- The one off cost and ongoing costs need to be signed off by the Regional Health Team and Principal Health Advisor.
- There needs to be very clear supporting documents and quote/s included.
- The medical certificate can only be signed by registered medical practitioner or nurse practitioner.
- Any support letters can be written and signed by a registered health practitioner a person who is registered with an authority as a practitioner of a particular health profession (see table on page 11).

Step 2. Complete patient form

Disability Allowance application or Extra Help application

Patient to complete the required form

Existing client: A patient is an existing client if they **do** currently receive a benefit, superannuation or other financial assistance such as the accommodation supplement. They will need to complete the <u>Disability allowance application form</u>.

New client: A patient is a new client if they **do not** currently receive any assistance from Work and Income (excluding working for families tax credits). They will need to complete the <u>Extra Help application form</u>

Existing client of MSD

	eparate form for each person you're applying for, so please ask if you need er here if you knowit. This number can be found on your Community nave ons.	
Tell us your details	What is your full name? First and middle names Sumame or family name What date were you born? Day. Morth Year	
ADD TO ANSWER OF Typos live in a sural way. Buffyhousemumber could include your RAIDO memory services number. For number, memory services number. Ser number, development of services and development of services and services a	Plat/House number	
Now TO ANSWER OF Please only give us contact details you'd like us to use.	How else can we contact you? Home phone () Mobile phone () Obser phone () Differ phone () Email ()	Tick the best way for us to first contact you
Te II us about your relationship status	Do you have a partner?	
ppointm	do not need to make an nent with WINZ if you are lient of MSD	Page 1

New client of MSD

Extra Hel applicatic	
you may be able to;	ugh to meet everyday expenses and you don't already get payments from us, get extra help. This form contains applications for three types of assistance. Your its need to be under certain limits for each type of help you can get and there are ons.
	Accommodation Supplement
Types of	This can help with rent, board or the cost of owning a home.
Extra Help	If you and/or your partner are tenants living in a public housing property, you won't be able to get it. Public housing properties are provided by Käinga Ora and approved community housing provides.
	Health and Disability Costs
	If you or a family member have a health condition or disability likely to continue for at least six months, you may be able to get extra help for your costs. We call this a Disability Allowance.
	We may be able to help with costs such as visits to the doctor, medicines, household costs, some travel costs and many other things.
	Your doctor or specialist will need to complete the Disability Certificate in the form.
	Temporary Additional Support
	This helps when you have essential living costs you have no other way to pay for. You also need to be doing what you can to reduce your costs or increase your income.
What you	You and your partner (if you have one) will need to:
need to do	1. Complete this application form.
next	If you're applying for help with health and disability costs, a health practitioner needs to fill out the Disability Allowance medical certificate in the application.
	 Collect the documents you need to show us. There's a checklist over the page to help you.
	 Bring this application form and the documents when you meet with us. If you don't already have a meeting arranged, contact us on OBD0 559 009 so we can set one up for you.
You must give us	all the information we need.
If you don't have a	all the information we need, talk with us and we may be able to help.
should have told	er that any information you give us is not true, or that you knew information you lus and did not tell us, we may stop paying your benefit. You might need to pay come cases wun could even be prosecuted.
Tip: You	will need to make an
appoint	ment with WINZ if you are
<u>not</u> an e	xisting client of MSD
Downlo	ad the form here

Step 3. Collect quote/s

Continuous glucose monitoring - CGM

Collecting quotes - CGM

Option 1. For people who are going to order their own sensors.

- 1.Go to the Mediray or Dexcom website and add one months worth of sensors to the cart (two for Freestyle Libre 2 plus and LinX CGM and three for Dexcom ONE+).
- 2. Screenshot or print a copy of the cart
- 3. There are copies of screenshots from February 2025 in the appendix

Option 2. For people who want to redirect payments to Mediray / Dexcom for automatic shipping of sensors on a four weekly basis.

- 1.Contact the company to request a quote with a customer ID for the specific patient.
 - a.Freestyle Libre 2 plus CGM Email <u>sales@mediray.co.nz</u>
 - b.Dexcom ONE+ CGM email <u>nz.diabetes@dexcom.com</u>
 - c.LinX CGM download their quote <u>here</u> or email <u>info@intuitivetherapeutics.nz</u>
- 2. Include name, delivery address, phone number and email address of the patient.
- 3. Request an quote/invoice stating costs for a month's worth of sensors and freight.
 - a. If the patient's phone is not compatible, then you can also request a separate quote for the cost of a reader / receiver.

This quote will provide a customer number that is used for redirection of payments.

Tip to save on postage:

If the application is successful and payments are redirected to Mediray for instance, they will often wait until two payments have cleared before sending out sensors every four weeks to reduce the cost of postage. For instance, having sensors sent fortnightly costs \$116.87, which translates to \$58.45 per week. Having sensors sent four weekly costs \$223.63 which translates to \$55.91 per week. This saves \$2.53 per week, which translates to \$131.30 saved per year that may be used to fund other disability related costs such as GP visits and repeat prescription request fees.

Step 3. Collect quote/s cont...

Empagliflozin (Jardiance/Jardiamet)

Collect supporting quote or invoice from Pharmacy

Ask the person's local pharmacy for a quote for Empagliflozin

The quote must include;

- The business name and address
- The cost of 30 days of supply for the prescribed amount
- Ideally the quote should also include the patient's details

Tip: 30 tablets of 25mg of Empagliflozin is usually the same or similar price to 30 tablets of 10mg. Likewise the prices are usually the same or similar with Jardiamet 12.5/1000mg versus 5/1000mg.

If the person has a limited amount of disability allowance funding available due to it being used for other disability related costs, it may be cheaper to take half of a 25mg tablet (12.5mg) rather than 10mg daily. This can effectively halve the monthly cost but will require a pill cutter.

Most of the studies that demonstrate the renal and cardiovascular benefits of Empagliflozin were done on 10mg daily dosing. Therefore a half dose should provide them with the renal and cardiovascular protective benefits, however a 25mg dose can provide further glucose lowering support.

Case study: Ray is entitled to the maximum disability allowance of \$80.35 per week. His GP recommends self funding Empagliflozin, however he already receives;

- \$223.63 every four weeks redirected to Mediray for Libre (\$55.91 per week)
- \$5 per month for blister packing fees (\$1.51 per week)
- \$45 every 3 months for GP consult fees (\$3.46 per week)
- \$25 every fortnight for lawn mowing (\$12.50 per week)
- Total = \$73.38 per week

That leaves a remaining \$5.22 available per week to self fund Empagliflozin. His local pharmacy charges \$85 for 30 tablets of 25mg Empagliflozin. If he was prescribed (12.5mg daily), then \$85 = 60 days, over a year this = \$9.94 per week

Based on the maximum allowance of \$80.35, this results in a -\$2.82 deficit per week. Ray could either apply for temporary additional support, or make up the shortfall himself.

Step 3. Collect quote/s cont...

Other costs related to disability

To see what types of costs disability allowance covers visit the MSD website <u>here.</u>

The principle is the same, collect a quote or invoice for the additional costs related to their disability.

Other costs that might be covered:

- 1. Alternative treatment
- 2. Ambulance fees and subscriptions
- 3.Authorised consumables
- 4.Clothing and footwear
- 5.Counselling
- 6. Day care for the elderly disabled
- 7.Gardening, lawns and outside window cleaning
- 8.Gym and swimming pool fees
- 9. Medical alarms
- 10. Medic Alert costs
- 11. Medical fees
- 12. Nicotine replacement products
- 13. Prescription fees (if they're not free)
- 14. Power, gas and heating
- 15. Rental equipment
- 16. Residential care services
- 17. Rest home costs for a private paying patient
- 18. Special foods
- 19.Telephone
- 20.Travel to counselling
- 21. Travel because of your disability
- 22. Vitamins, supplements, herbal remedies and minerals.

Step 4. Supporting letter

Supporting letter for CGM or Empagliflozin

Preparing a supporting letter for a disability allowance application

The support letter should state:

- 1. The device or medication is not funded and how having it would support/advantage the patient's health and well-being.
- 2.Add the reason why funded alternatives are not suitable for the patient.
- 3.IMPORTANT the letter from a health practitioner must verify that the costs are additional, ongoing, are beneficial and of therapeutic value, and is directly related to the person's disability. Note treatment that is beneficial and of therapeutic value means that the treatment may improve the patient's condition, maintain the patient's condition, or prevent it from getting worse.

Disclaimer: On occasion, MSD may request further information from the healthcare professional and/or the patient. If this is the case, the patient will receive a letter from MSD outlining what further information if required for their disability allowance application. The patient may need to make another appointment with the healthcare professional who wrote their supporting letter or their GP/NP.

Professions that can write the support letter						
Chiropractor	Dispensing Optician	Optometrist				
Clinical Dental Technician	Medical Laboratory Tech	Osteopath				
Dental Hygienist	Medical Radiation Tech	Pharmacist				
Dental Technician	Midwife	Physiotherapist				
Dental Therapist	Nurse	Podiatrist				
Dentist	Nurse practitioner	Psychologist				
Dietitian	Occupational therapist	Psychotherapist				

Step 5. Complete medical cert

Disability allowance medical certificate

GP / Nurse Practitioner / Specialist to complete the disability allowance medical certificate

Download the disability allowance medical certificate here

or

Complete it within the appropriate application form

- Disability Allowance Application form page 5-6
- Extra Help Application page 19-20

Disability Allowance medical certificate Health practitioner to complete The Disability Allowance is available for reintbursement of additional costs arising from a disability where the tolowing	Poychiance liness Interference of the source of t		Accident Other disorders Burns (90) Congenital conditions (003) Fractures, dislocations, soft tissue injury (95) Intellectual disability (64) Poisoning, toxic effects; (92) Cancer (04) Internal injuries (193) Infectious (parasitic diseases (105) Injury to the nervous system (194) Maculo-sketelal system disorder (105) Back pair / piury (195) Respiratory diorders (07)
oriteria are met: 1. The person has a disability which is likely to continue for at least aix months and 2. The disability has resulted in a reduction of the person's independent function to the extent that: • the person requires orgoing support to undertake the	any other loss or abnormality of psychological, physiological, or anatomical structure or function (including sensory impairment) reliance on a guide dog, wheelchair, or other remedial means the presence in the body of organisms capable of causing		Overuse injury (ESI) (196) Gento-urinary disorders (108) Ormplications of medical or surgical care (197) Biood and blood forming organs (109) Other injury (198) Skin disorders (110) Digestive system disorder (111)
normal functions of life, or the person requires ongoing supervision or treatment by a health practitioner. For the purposes of qualifying for Disability Allowance, a disability means: - physical disability or impairment	liness. The information you provide below is covered by our Privacy Statement which lets clients know we may contact health providers to check the health-related information they give us. For more information go to workandincome govLnz and search on Disability Allowance.	S Verification	Less than 6 months There may be no entritionment to Disability Allowance 6 to 12 months 10 2 years 2 to 3 years Permanent (never reasses)
physical illness Client details Client sname Fist name Fist name)10001000	of doctor, specialist or nurse practitioner visits	necessary because of the stated disability: Type of consultation Cost Weekly monthly Health practicorer's 1 5 <t< th=""></t<>
Disability details	Verification	Items, services, treatments, pharmaceu- ticals	Prese 5st the pharmacoulicids, items, services or treatments that are necessary and of therapeutic value for the stated disability: Item/service/treatment/pharmacoulicial Health practicioner's entities
Psychological or psychiatric The Stress (60) Depression (161) Schlaghard Scarder (162) Schlagharmin (163) Other psychological(bar Nimous pstem dilorders	conditions Immune system disorders U (Ads (140) Condition Immune system disorders (141) Metabolic and endocrive disorders Diabetes (150)	Health practitioner's verification	Please print your details below. HP number
Epiego (202) Multiple sciencis (27) Multiple sciencis (27) Multiple sciencis (27) Multiple sciencis (27) Musicular dystrophy (22) Other mervicul system Cardio-ensolute disorders index disease (20)	3) Sensory disorders		Telephone number (
WORK AND INCOME WORK AND INCOME	Cither sensory disorders (183) 32) 522 - APR 2020 Page 1	Page 2	522 - APR 2020

Tip: Remember to include all of the patient's disability related costs including things such as GP visits, repeat prescription request fees, lawn mowing etc.

Step 6. Contact WINZ

Submitting all of the required documentation to WINZ

Patient to contact Work & Income (WINZ)

Current Client. If the person is a already receiving a benefit from WINZ

- Complete all of the forms & supporting documents
- Drop them off to reception for processing or upload to MyMSD & phone them
 There is no need for an appointment.

New client. If the person does not currently receive assistance from WINZ

- Complete the Extra Help application and collect all supporting documents
- Make an appointment with Work and Income

Tips for speaking to the WINZ case manager

Tip 1. Discuss redirection of payment for CGM if you want your sensors to be sent to you automatically.

Tip 2. Discuss possible options of an Advance payment of benefit or special needs grant if you need to purchase the Freestyle Libre 2 reader or Decom ONE+ receiver (if you do not have a smart phone that is compatible with the LibreLink app, Dexcom ONE+ app or LinX CGM app).

Tip 3. If the maximum entitlement of \$80.35 for disability allowance has been reached covering other expenses such a medical pendent, then enquire about eligibility for Temporary Additional Support.

Appendix

Patient checklistsExisting clients of MSD<u>New clients of MSD</u>	15 16
Empagliflozin • Support letter template • Email template for pharmacy • Quote - Northwest pharmacy	18 19 20
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 Freestyle Libre 2 plus Support letter template Freestyle Libre 2 plus price Email template - Mediray Quote - Northwest pharmacy 	27 28 29 30
LinX CGM Support letter template LinX CGM quote 	32 33
Redirection of benefitTips for filling in the formCompany infoTemplate support letter	35 36 37
CGM comparison • Visual comparison • Comparing stand-alone CGM	39 40



Patient checklist

For **current MSD clients** (people who already receive a benefit) use the Disability Allowance form



1. Check eligibility

Check the MSD website



2. Completed Disability Allowance application form Completed by the person with diabetes (+/- partner)



3. Collect quotes and/or invoices

- quote for Dexcom ONE+ / Freestyle Libre 2 plus / LinX CGM
- quote from pharmacy for Empagliflozin (Jardiance)
- copy of invoices from medical centre
- quote for blister packing from pharmacy
- copy of invoices from pharmacy



4. Support letter

Completed by a registered healthcare professional



5. Signed medical certificate

Signed by a GP, Nurse Practitioner or Specialist doctor



6. Send all documents to Work & Income

Either drop everything to WINZ Reception or upload them to MyMSD and phone MSD. No appointment is required.

Patient checklist

For **new MSD clients** (people who do not already receive a benefit) use the Extra Help application form



1. Check eligibility

Check the MSD website



2. Completed Extra Help application form

Completed by the person with diabetes (+/- partner)



3. Collect quotes and/or invoices

- quote for Dexcom ONE+ / Freestyle Libre 2 plus / LinX CGM
- quote from pharmacy for Empagliflozin (Jardiance)
- copy of invoices from medical centre
- quote for blister packing from pharmacy
- copy of invoices from pharmacy



4. Support letter

Completed by a registered healthcare professional



5. Signed medical certificate

Signed by a GP, Nurse Practitioner or Specialist doctor



6. Make an appointment with Work & Income

Collect all of the required documents before the appointment. There is further guidance for the appointment on page 13

Empagliflozin

Support letter template	18
• Email template for pharmacy	19
• Quote from Northwest pharmac	xy 20
(cheapest with free shipping)	

Template support letter

Empagliflozin (Jardiance or Jardiamet)

This is an example letter that has been created based on applying for the disability allowance to fund Empagliflozin. Please adapt as you see fit.

Date: DD/MM/YYYY

Re: [Patient name]

Kia ora Colleague,

This letter is in support for **[Patient name]**'s application for financial support for empagliflozin (Jardiance or Jardiamet if in combination with metformin). **[Patient name]** has type 2 diabetes that is poorly controlled and/or would benefit from the addition of Empagliflozin. In accordance with national and international guidelines, we have strongly recommended **[Patient name]** is treated with empagliflozin. This is because empagliflozin is the only additional medication that will lower **[Patient name]**'s glucose levels without causing hypoglycaemia (dangerously low blood glucose levels), as well as reducing their weight and progression of heart and kidney disease. All alternative funded options have been implemented or will either lead to potential hypoglycaemia, weight gain or will not prevent heart and renal disease, which are the most common causes of death in people with diabetes. This is important because **[Patient name]** already has **[Renal disease, cardiovascular disease and/or heart failure]**. (*delete what doesn't apply) and **[weight gain and/or hypoglycaemia]** (*delete what doesn't apply) would have significant negative impacts.

Unfortunately, empagliflozin is not funded as per best practice in Aotearoa New Zealand, and **[Patient name] [does not meet the special authority funding criteria / is already receiving a funded GLPIRA making them ineligible to receive Empagliflozin with special authority funding]**. (*delete what doesn't apply) Understandably **[Patient name]** cannot afford to self-fund empagliflozin. Therefore, we would greatly appreciate any financial support you could provide for **[Patient name]** to have access to empagliflozin. The cost varies from pharmacy to pharmacy, but costs approximately \$90 – 95 per month. It is also possible to halve the dose empagliflozin, effectively halving the price, but it is not as effective for glucose lowering as full dose. This may be an option for **[Patient name]** to discuss with their prescriber if they are close to the maximum allowance for disability allowance.

[Patient name] understands that they need to be eligible for the disability allowance for funding and this letter does not guarantee the disability allowance or funding for empagliflozin.

Many thanks for your consideration of this important treatment for **[Patient name]** and please contact me if you require any further information.

Ngā mihi nui,

Name and role

Requesting a quote from a pharmacy for Empagliflozin

This is an example email template to send to local pharmacy

Kia ora pharmacy team,

Could I please request a quote for one month's supply of empagliflozin for the following person who is applying for a disability allowance to cover the costs..

If you could please provide a quote with the patients name, or alternatively a generic quote that can be used for future patients that use your pharmacy.

Patient name:

Formulation: Empagliflozin (Jardiance) or Empagliflozin/Metformin (Jardiamet) Dose:

Ngā mihi nui.

Name, Role

Tip: Adjust this to suit and save this as an email template or email signature to make it quick and easy to send these emails.

Tip: CC the patient and ask the Pharmacy to reply all, which will allow the person with diabetes to upload the quote directly to MyIRD or print off and add to their documents they are collecting.

Tip: Remember that 30 tablets of 25mg of Empagliflozin is usually the same or similar price to 30 tablets of 10mg. Likewise the prices are usually the same or similar with Jardiamet 12.5/1000mg versus 5/1000mg.

Quote - Empagliflozin

Copy of quote from Northwest 7-Day pharmacy

Please note:

This is a quote from Northwest 7-day Pharmacy who have a mission to provide the cheapest unfunded pharmaceuticals in Aotearoa New Zealand. These prices are indicative of a typical one month supply of each medication. They offer free, same day shipping for all orders and prescriptions. A prescription is required to be sent to scripts@northwestpharmacy.co.nz.

NORTH WEST 7 DAY PHARMACY

Medicine Name	Strength	Pack Size	Pharmacode	Cost (GST Inclusive)
ardiance	10mg	30	2599694	\$75.00
Jardiance	25mg	30	2599708	\$75.00
Jardiamet	5+1000mg	60	2599724	\$75.00
Jardiamet	5+500mg	60	2599716	\$75.00
Jardiamet	12.5+1000mg	60	2599740	\$75.00
lardiamet	12.5+500mg	60	2599732	\$75.00
Trulicity	1.5mg/0.5mL	4	2617722	\$158.00
Victoza	18mg/3mL	3	2653990	\$479.00
Saxenda	18mg/3mL	5	2595516	\$479.99
Contrave	8+90mg	112	2607891	\$206.99



SEND YOUR PRESCRIPTIONS TO NORTHWEST 7 DAY PHARMACY FOR FREE DELIVERY ANYWHERE - scripts@northwestpharmacy.co.nz **Tip:** Indicate which medication dose the patient is likely to be prescribed.

Please note: these prices are likely cheaper than most community pharmacies. Please consider whether it is appropriate for the person to have medication sent to a different pharmacy before including this quote in the application as it may disrupt continuity of care.

Northwest 7-Day Pharmacy do offer free prescriptions, delivery and blister packing of regular medications. However, using a local pharmacy may be a better option for many people.

Dexcom ONE+ CGM

Support letter template	22
Price from Dexcom/NZMS	23
• Email template for requesting a quote from	24
Dexcom/NZMS	
Quote from Northwest pharmacy	25
(cheapest with free shipping)	

Template support letter

Continuous glucose monitoring - Dexcom ONE+

This is an example letter that has been created based on applying for the disability allowance to fund Deccom ONE+ CGM. Please adapt as you see fit.

Date: DD/MM/YYYY

Re: [Patient name]

Kia ora Colleague,

This letter is in support for **[Patient name]**'s application for financial support for funding of the Dexcom ONE+ continuous glucose monitoring (CGM) system to optimise their type 2 diabetes. We have strongly recommended **[Patient name]** uses the Dexcom ONE+ system because finger pricking blood glucose levels, the only funded alternative does not provide the necessary information to prevent abnormal glucose levels or to safely and effectively titrate their glucose lowering therapies. The Dexcom ONE+ will also alarm when glucose levels are either high or low that helps prevent life-threatening low or high glucose levels, reducing complications of diabetes and improving longevity and quality of life. For these reasons, national and international guidelines strongly recommend using CGM in certain exceptional circumstances in people with type 2 diabetes on insulin and/or sulfonylureas (e.g. glipizide or gliclazide tablets. These circumstances include when **[on dialysis, at high risk of severe hypoglycaemia (low glucose levels), onset of diabetes at a young age (e.g. < 30 years), pregnant, cognitive impairment, or unable to check blood glucose levels due to disability] (*please delete all that do not apply in this sentence) which applies to [Patient name]**.

CGM is funded for these circumstances in Europe, North America and Asia, but unfortunately not yet for people with type 2 diabetes in Aotearoa New Zealand. The Dexcom ONE+ CGM is more suitable than the only other funded alternative of finger-pricking capillary blood glucose levels for all the reasons outlined above. Understandably, **[Patient name]** cannot afford the ongoing monthly cost of approximately \$244.60 (incl. GST + postage) for the Dexcom ONE+ sensors. We would appreciate any financial support you could provide **[Patient name]** for obtaining the Dexcom ONE+ CGM system.

We encourage people to consider redirection of payments to New Zealand Medical & Scientific (NZMS) (distributor of Dexcom CGM) to ensure an ongoing supply of sensors, particularly if they will find it difficult to order sensors online.

[Patient name] understands that they need to be eligible for the disability allowance for funding, and that funding CGM takes up a large proportion of the maximum weekly disability allowance. Many thanks for your consideration and please contact me if you require any further information.

Ngā mihi nui,

Price - Dexcom ONE+

Screenshot of cart from www.dexcom.co.nz

Please note:

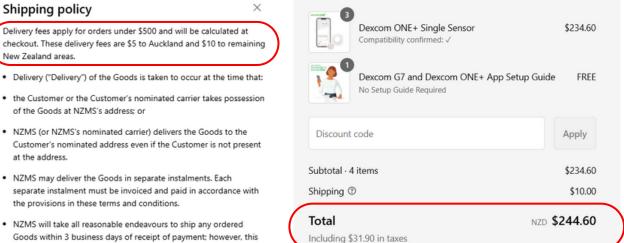
This is only suitable for people who <u>do not</u> want to redirect payment to NZMS for automatic shipping of sensors. If they do wish to redirect payments to NZMS then please contact <u>nz.diabetes@dexcom.com</u> and request a quote with a customer ID and complete the <u>MSD redirection of benefit form</u>.

The price is for three sensors and shipping in order to reduce total shipping costs across the year.

The price was screenshotted November 1st, 2024. Please check the Dexcom or NZMS website for any changes to pricing.

The cart includes:

- Three 10 day sensors \$244.60
- Processing and shipping fee of \$5 for Auckland and \$10 for the rest of NZ



- NZMS will take all reasonable endeavours to ship any ordered Goods within 3 business days of receipt of payment: however, this time is an estimate only. NZMS will only deliver Goods between 9am and 5pm on a business day. The Customer must still accept delivery of the Goods even if late and NZMS will not be liable for any loss or damage incurred by the Customer as a result of the delivery being late.
- The failure of NZMS to deliver does not entitle either party to treat this Contract as repudiated.
- · Backorders will be shipped as soon as they are available.

Requesting a quote from NZMS for Dexcom ONE+

This is an example email template to send to <u>nz.diabetes@dexcom.com</u> NZMS/Dexcom will generate a quote with an account number to reference for redirection of benefit.

Kia ora NZMS team,

Could I please request a quote for three Dexcom ONE+ sensors for the following person who is applying for a disability allowance to cover the costs and would like to have payments redirected to NZMS for automatic shipping of sensors.

Patient name: Patient phone: Patient email: Patient address:

Ngā mihi nui.

Name, Role

Tip: Adjust this to suit and save this as an email template or email signature to make it quick and easy to send these emails.

Tip: CC the patient and ask NZMS to reply all, which will allow the person with diabetes to upload the quote directly to MyMSD or print off and add to their documents they are collecting.

Tip: Ask the patient to complete the <u>MSD Redirection of benefit</u> form in advance to assist with redirecting payments promptly.

Quote - Dexcom ONE+

Copy of quote from Northwest 7-Day Pharmacy

Please note:

This is a quote from Northwest 7-day Pharmacy who have a mission to provide the cheapest unfunded pharmaceuticals in Aotearoa New Zealand. They offer free, same day shipping for all orders and prescriptions. Patients do not require a prescription to order Dexcom ONE+ from Northwest 7-Day Pharmacy.

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hon	onville, A e 09 416 No. 141-6		618								
HLL T	0:										
				Sales Pe Cust. Ore		Abdul Eraki	8	Date:	ce No: 13 03 March		
		Manufacturer					Unit price	Page	Gross		
Qty	PCode	code	- Protection		cription		ex GST		value	GST	Total amount
1	2679817		DEXCOM	ONE+ Contin	uous gluco	ose monitor	\$69.56		\$69.56	\$10.43	\$79.99
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							Please pa ASB - 12-348	BARA			LID
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						8	ASB - 12-348 And put Thank yo	BARA 8-0042 your na	ame as r	D eference eference efference effeterence	е. не Road, обл. м - врм \$69.56 \$10.43

Freestyle Libre 2 plus

Support letter template	27
Price from Mediray	28
Email template for requesting a quote	29
from Mediray	
Quote from Northwest pharmacy	30
(cheapest with free shipping)	

Template support letter

Continuous glucose monitoring - Freestyle Libre 2 plus

This is an example letter that has been created based on applying for the disability allowance to fund Freestyle Libre 2 plus CGM. Please adapt as you see fit.

Date: DD/MM/YYYY

Re: [Patient name]

Kia ora Colleague,

This letter is in support for **[Patient name]**'s application for financial support for funding of the Freestyle Libre 2 plus continuous glucose monitoring (CGM) system to optimise their type 2 diabetes. We have strongly recommended **[Patient name]** uses the Freestyle Libre 2 plus system because finger pricking blood glucose levels, the only funded alternative does not provide the necessary information to prevent abnormal glucose levels or to safely and effectively titrate their glucose lowering therapies. The Freestyle Libre 2 plus will also alarm when glucose levels are either high or low that helps prevent life-threatening low or high glucose levels, reducing complications of diabetes and improving longevity and quality of life. For these reasons, national and international guidelines strongly recommend using CGM in certain exceptional circumstances in people with type 2 diabetes on insulin and/or sulfonylureas (e.g. glipizide or gliclazide tablets. These circumstances include when **[on dialysis, at high risk of severe hypoglycaemia (low glucose levels), onset of diabetes at a young age (e.g. < 30 years), pregnant, cognitive impairment, or unable to check blood glucose levels due to disability] (*please delete all that do not apply in this sentence)** which applies to **[Patient name]**.

CGM is funded for these circumstances in Europe, North America and Asia, but unfortunately not yet for people with type 2 diabetes in Aotearoa New Zealand. The Freestyle Libre 2 plus is one of the cheapest continuous glucose monitoring systems in Aotearoa and is more suitable than the only other funded alternative of finger-pricking capillary blood glucose levels for all the reasons outlined above. Understandably, **[Patient name]** cannot afford the ongoing monthly costs of approximately \$238.88 (incl. GST + postage) for two 15-day Freestyle Libre 2 plus sensors. **[Patient name also cannot afford the one off cost of \$117 (incl. GST + postage) for the Freestyle Libre 2 reader]** *please delete this sentence if they have smart phone compatible with Libre Link app - note this will require a different application such as advance of benefit or temporary additional support. We would appreciate any financial support you could provide **[Patient name]** for obtaining the Freestyle Libre 2 plus system.

We encourage people to consider redirection of payments to Mediray New Zealand Ltd (distributor of Freestyle Libre 2 plus) to ensure an ongoing supply of sensors, particularly if they will find it difficult to order sensors online.

[Patient name] understands that they need to be eligible for the disability allowance for funding, and that funding CGM takes up a large proportion of the maximum weekly disability allowance. Many thanks for your consideration and please contact me if you require any further information.

Ngā mihi nui,

Price - Freestyle Libre 2 plus

Screenshot of cart from www.mediray.co.nz

Please note:

This is only suitable for people who <u>do not</u> want to redirect payment to Mediray for automatic shipping of sensors. If they do wish to redirect payments to Mediray then please contact sales@mediray.co.nz and request a proforma invoice and complete the <u>MSD redirection of benefit form</u>.

The price is for two 15-day sensors and shipping in order to reduce total shipping costs across the year.

The price was screenshotted April, 2025. Please check the Mediray website for any changes to pricing.

The cart includes:

- Two 15 day sensors
- Processing and shipping fee

SHOPPING CART	SIGN IN	BILLING INFO		SHIP	PING INFO	SUMMARY
ITEM			QT	TY	SUBTOTAL	REMOVE
New	8770-01 — FreeStyle Libre 2 Plus Sensc	or (Single)		JPDATE	NZD \$198.92	x
					TOTAL	\$198.92
ENTER COUPON CODE	SUBMIT CODE					\$31.16
					GRAND TOT	AL \$238.88
						CONTINUE

Requesting a quote from Mediray for Freestyle Libre 2 plus

Below is an example email template to send to sales@mediray.co.nz

- Mediray will generate a quote (Promforma invoice) with an account number to reference for redirection of benefit.
- **Important!** Please note that there is an **increased shipping and handling fee** for redirected payments of approximately \$12 (versus \$8.80 when ordered online).

Kia ora Mediray team,

Could I please request a proforma invoice quote for four weeks of Freestyle Libre 2 plus sensors for the following person who is applying for a disability allowance to cover the costs and would like to have payments redirected to Mediray for automatic shipping of sensors.

Patient name: Patient phone: Patient email: Patient address:

Ngā mihi nui.

Name, Role

Tip: Adjust this to suit and save this as an email template or email signature to make it quick and easy to send these emails.

Tip: CC the patient and ask Mediray to reply all, which will allow the person with diabetes to upload the quote directly to MyMSD or print off and add to their documents they are collecting.

Tip: Ask the patient to complete the <u>MSD Redirection of benefit</u> form in advance to assist with redirecting payments promptly.

Quote - Freestyle Libre 2 plus

Copy of quote from Northwest 7-Day Pharmacy

Please note:

This is a quote from Northwest 7-day Pharmacy who have a mission to provide the cheapest unfunded pharmaceuticals in Aotearoa New Zealand. They offer free, same day shipping for all orders and prescriptions. Patients do not require a prescription to order Freestyle Libre 2 plus from Northwest 7-Day Pharmacy.

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		01-035						
ILL TO	0:			Sales Person: Mr Abdul Cust. Order Ref:	l Eraki		No: 11215 January 25	
Qty	PCode	Manufacturer code		Description	Unit price ex GST	Gri val	oss GST	Total amount
1	2682249		FREESTY	'LE LIBRE 2	\$93.04	\$	93.04 \$13.9	6 \$107.00
					And pu Thanky	88-00425	reference.	ville Roed, L 0618.
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LinX CGM

•	Support letter template	32
•	Quote from Intuitive Therapeutics	33

Template support letter

Continuous glucose monitoring - LinX CGM

This is an example letter that has been created based on applying for the disability allowance to fund LinX CGM. Please adapt as you see fit.

Date: [DD/MM/YYYY]

Re: [Patient name]

Kia ora Colleague,

This letter is in support for **[Patient name]**'s application for financial support for funding of the LinX continuous glucose monitoring (CGM) system to optimise their type 2 diabetes. We have strongly recommended **[Patient name]** uses a continuous glucose monitor because finger pricking for blood glucose levels, the only funded alternative does not provide the necessary information to prevent abnormal glucose levels or to safely and effectively titrate their glucose lowering therapies. The LinX CGM will also alarm when glucose levels are either high or low that helps prevent life-threatening low or high glucose levels, reducing complications of diabetes and improving longevity and quality of life. For these reasons, national and international guidelines strongly recommend using CGM in certain exceptional circumstances in people with type 2 diabetes on insulin and/or sulfonylureas (e.g. glipizide or gliclazide tablets. These circumstances include when **[on dialysis, at high risk of severe hypoglycaemia (low glucose levels), onset of diabetes at a young age (e.g. < 30 years), pregnant, cognitive impairment, or unable to check blood glucose levels due to disability] (*please delete all that do not apply in this sentence) which applies to [Patient name]**.

CGM is funded for these circumstances in Europe, North America and Asia, but unfortunately not yet for people with type 2 diabetes in Aotearoa New Zealand. The LinX CGM is the cheapest continuous glucose monitoring system in Aotearoa, and is more suitable than the only other funded alternative of finger-pricking blood glucose levels for all the reasons outlined above. Understandably, **[Patient name]** cannot afford the ongoing monthly costs of approximately \$190 (incl. GST + postage) for the LinX CGM sensors.. We would appreciate any financial support you could provide **[Patient name]** for obtaining the LinX CGM system.

[Patient name] understands that they need to be eligible for the disability allowance for funding, and that funding CGM takes up a large proportion of the maximum weekly disability allowance. Many thanks for your consideration and please contact me if you require any further information.

Ngā mihi nui,

Tip: You can download a quote for one month's supply of LinX CGM from the Inturitive Therapeutics website <u>here</u>.

Quote - LinX CGM sensors

Copy of quote from www.intuitivetherapeutics.co.nz

You can request a personalised quote from info@intuitivetherapeutics.co.nz



Redirection of benefit

 Tips for filling out the MSD redirection of benefit form 	35
Company details	36
Support letter template	37

Redirection of benefit

Helpful tips and tricks for redirection of benefit payments

Redirection of benefit is not required for all people and is not usually encouraged by MSD, however for some people it is the most practical way for them to have ongoing supply of continuous glucose monitor sensors.

Complete the redirection of benefit payments form

Download the form here

Redirection of benefit payment form
A redirection of benefit payment is where part or all of your benefit is paid to another person or organisation by the Ministry of Social Development. Requests for a redirection will only be approved in special circumstances and for good reason. You'll need to show us why you can't use other options, such as paying by direct debit or using your bank's
automatic payment service. The other person or organisation who receives your payments doesn't have any power to act on your behalf in relation to the rest of your benefit or other dealings with us. If you want to give extra powers to another person or organisation, you'll need to complete an Appointment of Agent form.
When you apply for a redirection of your benefit payment, you'll need to:
Give the reasons why you need to have part or all of your benefit paid to another person or organisation Tell us what other options you've tried and attach proof to support your application. For example, a
recommendation from a doctor or budget advisor, a tenancy tribunal decision, proof from a bank that they won't provide the service you need (like opening an account or setting up automatic payments)
Attach proof of the bank account of the person or organisation you want to get your benefit payment
 Have the person (or a representative of the organisation) who'll get receive part or all of your benefit sign this form to show they agree to the redirection.
Client number
Tell us your details What's your full name? First and middle names Surname or family name
2 What date were you born? Day Month Year
Your benefit 3 Why do you need part or all of your benefit paid to another person or organisation?
wrosewithon ron as You need to have good cause for this. For example, you have a health condition and can't
manage your own affairs, or your hwing problems managing your finances.
WORK AND INCOME V19 - JUL 2023 Page 1

Section 3 example: "I am unable to order sensors online easily on a regular basis. Having the payment redirected means that I will have CGM sensors sent automatically"

Section 4 example: "I have tried ordering online by myself or had someone help me but this is not practical or easy"

Attach page 29: This outlines the process of ordering CGM sensors and some of the challenges people might experience.

Sections 6-10: Add all of the company information which is on the following page - make sure they use the company for the correct CGM.

Company information

Information required to add to the redirection of benefit form

Dexcom ONE+

Organisation name:	Dexcom / NZMS Ltd
Postal address:	2a Fisher Crescent, Mount Wellington, Auckland 1060,
	New Zealand
Contact details:	<u>nz.diabetes@dexcom.com</u>
Bank account name:	NZMS Ltd
Account number:	03-1509-0022469-000
Reference required:	yes - A/C provided upon request

Freestyle Libre 2 plus

Organisation name:	Mediray New Zealand Ltd.
Postal address:	53-55 Paul Matthews Road, Albany,
	Auckland 0632, New Zealand
Contact details:	09 414 0318 / sales@mediray.co.nz
Bank account name:	Mediray New Zealand Ltd.
Account number:	03-0252-0509161-000.
Reference required:	Yes - see your Proforma invoice

Linx CGM

Intuitive Therapeutics Ltd
PO Box 4241,
Hamilton East 3247
07 808 0850 / info@intuitivetherapeutics.co.nz
Intuitive Therapeutics NZ
38-9023-0007468-00
Client name

Section 5: Add the company information for the CGM sensor that you are planning to use.

Template support letter

Attachment for redirection of benefit form

This support letter template can be used to complete Section 4 of the redirection of benefit form which requires proof to support your explanation of why you need to have your benefit redirected.

Date: [DD/MM/YYYY]

Re: [Patient name]

Kia ora colleagues,

The purpose of this letter is to support the person's application for redirection of benefit payments for ordering continuous glucose monitors (CGM) to assist with their diabetes management.

Ordering continuous glucose monitor sensors needs to be done either on a fortnightly or monthly basis. This requires the person to have mobile data or an internet connection and a device such as a phone or computer to place the order online from the distributors website. The person also needs to have a credit or debit card to make the payment online.

They need to go to the distributor website, which often has a different name to the device they wish to purchase. They then need to navigate the website to find where to order the devices. This can be difficult given these companies often supply multiple medical devices and products.

They then need to order the correct medical device, the correct quantity and enter their personal information for shipping. They then need to enter their payment details and process the payment online in order for the continuous glucose monitor/s to be shipped.

This requires a level of IT and digital literacy in addition to access to internet and suitable device to make the order. They also need to remember to order the sensors in the timely manner to ensure that they don't run out of supplies.

For many people this process is too difficult for them to complete on a regular basis independently and therefore their healthcare professional may recommend their benefit to be redirected to the company in order to ease the process and ensure regular shipment of continuous glucose monitors.

Ngā mihi nui,

Comparison of CGM

Visual comparison of CGM options	39
Comparison of stand-alone CGM	40

Comparing CGM

Comparisons of stand-alone CGM available in NZ



Dexcom



Comparing Continuous Glucose Monitors (CGM) Stand-alone CGM	inuous Glucose h	donitors (CGM)	AOTEAROA DIABETES COLLECTIVE
Sensor features	Dexcom ONE+	Freestyle Libre 2 plus	LinX CGM
NZ Supplier	SWZN	<u>Mediray.</u>	Intuitive Therapeutics
Sensor Life	10 days + 12 hour grace period	15 days	15 days
Sensor size	27.4mm (L) 24.1mm (W) 4.7mm (H)	35mm (diameter) 5mm (H)	22mm (diameter) 4.22mm (H)
Sensor warm up time	30 minutes	60 minutes	60 minutes
Frequency of glucose readings	Every 5 minutes	Every 1 minute	Every 1 minute
Recommended sensor placement	Back of arm and abdomen	Back of arm	Back of arm and abdomen
Sensor design	All-in-one with a built in disposable transmitter	All-in-one with a built in disposable transmitter	All-in-one with a built in disposable transmitter

Sensor features continued	Dexcom ONE+	Freestyle Libre 2 plus	LinX CGM
Sensor insertion	One-touch device insertion	Sensor device and applicator come separately, once joined together then one-touch device insertion	One-touch device insertion
Bluetooth range	6 meters	6 meters	8-10 meters (unobstructed)
Water resistance	2.4 meters depth for up to 24 hours	1 meter depth for 30 minutes	l meter depth for 30 minutes
Glucose results affected by medication	Yes - hydroxyurea	Yes - high dose vitamin C	0 Z
Approved for use*	Age 2 years and over and pregnancy*	Age 2 years and over and pregnancy*	Age 18 years and over*
Glucose data display			
Phone app	Dexcom ONE+ app	LibreLink app	LinX CGM app
Phone app availability**	<u>Check</u> compatible Android and iOS phones ^{**} , requires NFC and Bluetooth	<u>Check</u> compatible Android and iOS phones**, requires NFC and Bluetooth	<u>Check</u> compatible Android and iOS phones**, requires Bluetooth only

Glucose data display continued	Dexcom ONE+	Freestyle Libre 2 plus	LinX CGM
Receiver / reader available	Dexcom ONE+ Receiver	Libre 2 Reader	Coming soon
Glucose display	Automatically updates on Dexcom ONE+ app every 5 minutes Dexcom ONE+ receiver automatically updates every 5 minutes	Automatically updates on LibreLink app every 1 minute The Libre 2 reader device must be scanned over the sensor to receive a result - up to 8 hours of data is stored on the sensor	Automatically updates on LinX CGM app every 1 minute
Alerts / Alarms			
Low alerts	Yes - customisable between 3.3 - 8.3 mmol/L No urgent low alert	Yes - customisable between 3.3 - 5.6 mmol/L No urgent low alert	Yes - customisable between 3.0 - 5.0 mmol/L Urgent low alert fixed at 3.0 mmol/L
High alerts	Yes - customisable between 5.5 - 22.2 mmol/L + optional delayed first alert	Yes - customisable between 6.6 - 22.2 mmol/L	Yes - customisable between 7.0 - 25.0 mmol/L
Rapidly changing glucose	0 Z	0 Z	Yes
Total number of alerts	0	N	up to 6

Accuracy	Dexcom ONE+	Freestyle Libre 2 plus	LinX CGM
MARD (adults)	8.2% in arm	8.2%	8.66%
MARD (children)	8.1% arm (7-17 y/o) 9.0% abdomen (7-17 y/o)	8.2%	N/A
Calibration required	Not required but option available	Not required option not available	Not required but option available
Data sharing			
Data following for carers and whānau	Available if using Dexcom ONE+ phone app, share data using the Dexcom Follow phone app Not available if using the Dexcom ONE+ receiver	Available if using the LibreLink phone app, share data using the LibreLinkUp phone app Not available if using the Libre 2 reader	Available Share data using the LinX CGM phone app
Cloud based diabetes management system (DMS) to share with healthcare professionals	Dexcom ONE+ phone app automatically uploads glucose data to Dexcom Clarity (DMS) Dexcom ONE+ Receiver can be manually uploaded to Dexcom Clarity (DMS) using a USB cable	Libre Link phone app automatically uploads glucose data to Libreview (DMS) Dexcom ONE+ Receiver can be manually uploaded to Dexcom Clarity (DMS) using a USB cable	LinX CGM phone app automatically uploads glucose data to PanCares (DMS) Can also export reports as a PDF from the LinX CGM phone app and send via email

Cost	Dexcom ONE+	Freestyle Libre 2 plus	LinX CGM
Pharmac funding for type 1, pancreatogenic, monogenic and neonatal diabetes***	Funded by Pharmac for people with Type 1 diabetes, neonatal diabetes, and atypical inherited forms of diabetes***	Funded by Pharmac for people with Type 1 diabetes, neonatal diabetes, pancreatogenic diabetes, and atypical inherited forms of diabetes***	Not funded***
Sensor cost****	\$78.20 per 10 day sensor****	\$114.38 per 15 day sensor****	\$95.00 per 15 day sensor****
Receiver/Reader cost****	\$287.50****	\$106.75****	Coming soon
Approximate daily cost ****	\$7.82****	\$7.63****	\$6.33****
Dofinitione:			

Definitions:

CGM - Continuous Glucose Monitor

- MARD Mean Absolute Relative Difference. This is a statistical measure used to assess the accuracy of CGM by comparing the CGM values to a reference value. A lower MARD indicates greater accuracy, however MARD should be interpreted with caution as MARD for devices gets tested in different ways.
 - Sensor warm up time is how long the sensor takes to start giving glucose readings after it is inserted and started.
- Transmitter Device that clips into a CGM sensor and transmits the glucose data to a reader or phone
- Sensor Device that is inserted with a filament under the skin to read glucose levels in the interstitial fluid
- DMS Diabetes management system, this is a cloud based server where your healthcare team can login to review your glucose levels/pump data remotely The Bluetooth range refers to the maximum distance at which your sensor and receiver or reader device can reliably communicate glucose readings
 - NFC Near Field Communication refers to a chip in the phone used to 'start' or 'scan' the sensor

Notes

*** Pharmac funding for stand-alone CGM is for people with Type 1 Diabetes, Neonatal diabetes, Pancreatogenic diabetes and Atypical inherited forms of diabetes. Pharmac funds pump compatible CGM to be used with Automated Insulin Delivery systems, not for people using multiple daily injections of insulin. However, *Phone compatibility varies, check the company website to make sure that your phone is compatible with the CGM device before purchasing/ordering. * Approved for use refers to FDA approval, however these systems may be used in other populations with specialist advice and support these CGM can be funded for people requiring predictive low glucose alerts if their clinical team determines this is necessary. **** Prices from company websites as of April 2025