

MoH EMS Transition: Frequently Asked Questions (FAQ1)

Also see DFI website - EMS Assessor Notices – MoH Newsletter 2 for Prioritisation Tool, Impact on Life Questionnaire, Ability to Benefit and General updates, MoH Newsletter 3 and all other Newsletters: <http://www.disabilityfunding.co.nz/all/ems-assessors2/newsletters>

Who do I contact regarding the Prioritisation Tool?

If it is a technical problems with the Prioritisation Tool seek advice from your Champion for your service area. There is a list of Champions available on our website:

http://www.disabilityfunding.co.nz/_data/assets/pdf_file/0005/83390/Key-Champions-for-national-roll-out.pdf

If there is no Champion for your service area contact Prioritisation Tool Project Manager on 04 816 3965, or email: Clare_Kirk@moh.govt.nz

IMPACT ON LIFE Questionnaire

Key points:

- *The Impact on Life questionnaire gives the person a 'voice' in the prioritisation process. It is their perception of the impact of their disability on their life right now.*
- *It is Important to spend time introducing the Prioritisation Tool and explaining the Impact on Life questions to the person and their family / carer prior to them completing it e.g. Q.2 around safety – not just about them but also the safety of the carer / support person. The Client Information pamphlet will help in this regard and can be left with the person.*
- *Explain to the person that they choose the answer that best fits their situation. Sometimes the responses may not fit exactly and that is OK.*
- *If you receive a referral you can check to see if the person is in the system already. If they are you can print off the questionnaire and take it with you. Ask them if anything has changed. If no change you can use these responses and just complete your Assessor section. If the person's needs have changed you will get the person to complete a new questionnaire.*

Does a person need to complete the questionnaire again when being assessed by a different Assessor?

There can be multiple Assessor sections attached to a single Impact on Life questionnaire as the person's responses are not associated with any proposed equipment or modification.

What if the person is not competent to complete the Impact on Life questionnaire?

If there is doubt as to whether the person is competent to complete the questionnaire then a family member, or someone who knows the person well, can complete it on the person's behalf. It does not have to be the enduring power of attorney. On rare occasions when there is no one to assist with the questionnaire and there is an issue with competency, the Assessor can complete on behalf of the person.

When does the EMS Assessor get the person to complete the Impact on Life questionnaire?

As the therapist it is for you to decide when is the appropriate time to introduce the Impact on Life questionnaire to the person. It may not always be at the first assessment. For determining availability of Ministry funding the Prioritisation Tool is looking at current need and the ability to benefit from the proposed solution.

What if the EMS Assessor does not agree with the person's responses to the Impact on Life questions?

If the EMS Assessor's perception of the current impact of the disability on the person's life differs from the responses of the person, it is strongly recommended that, as a matter of professional practice, the EMS Assessor discusses any disagreement with the person or their support person. The purpose of the discussion would be to better inform the EMS Assessor's evaluation, NOT influence the person to change the outcome of the questionnaire. The person's / support person's responses may have taken into account information that the EMS Assessor is not aware of and this gives an opportunity for the EMS Assessor to ask questions around this.

The Impact on Life questionnaire is an evaluation of the impact of the disability on the life of the person, relative to the lives of all other disabled people, in areas considered important to them. It is extremely important to respect the person's perception of the impact of their disability on their life. This is their "voice" in the prioritisation process.

What happens if the person refuses to fill out the Impact on Life questionnaire?

If the person refuses to complete the Impact on Life questionnaire then the Prioritisation Tool cannot be completed. Therefore there can be no opportunity for the person to access government funding.

How long is the Impact on Life questionnaire valid for?

The Impact on Life questionnaire is valid for 18 months unless the person's needs change. In this case a new Impact on Life questionnaire will need to be completed. If a new Impact on Life questionnaire is completed the previous one will automatically expire but will remain in the system.

What if the EMS Assessor expects that the proposed solution will not provide benefit in all areas of the person's life (as outlined in the five Impact on Life questions)?

It is expected that not every solution / intervention will create an impact on all of the five areas outlined in the Impact on Life questions (and that's okay, the score weighting will reflect that), but a rating of each of the areas is still needed, to enable prioritisation for access to public funding.

If the EMS Assessor does not think that the solution in mind will lessen the impact of the disability on the person's life in any of the five areas of life then the EMS Assessor's answer should be the same as the person's, to reflect no change is expected to be created in that particular area of the person's life.

Think about what happens now when a person receives an item of equipment or a housing modification - the solution does not necessarily provide benefit in all areas of the person's life but may provide benefit in some areas only.

When is the 'right time' to ask a person who has been newly diagnosed with a progressive neurological condition, such as MND, to complete the Impact on Life questionnaire?

The Impact on Life questionnaire is asking the person (or their family, whānau or key support person) to give their perception of the impact of their disability on their life right now. If, when you first visit the person, there is no impact right now and therefore no solution required at this point, then it is not the right time to complete the Impact on Life questionnaire.

Does a person's diagnosis carry any weighting within the Tool?

No, weightings are given to the current impact of the person's disability on their life, the risks if the solution is not provided, and the ability to benefit after the solution is provided

Is the Impact on Life questionnaire available in other languages, including sign language?

Yes, it is available in Maori, Cook Island Maori, Samoan, Tongan, Simplified Chinese and Traditional Chinese. These translations can be found in the Online Training Resource file and also within the Prioritisation Tool. The Impact on Life questionnaire is also available on DVD in NZ Sign Language, in braille and large font.

EQUIPMENT

Band 1 Equipment:

How long will this equipment be on the list?

The list will be reviewed periodically by the EMS Providers (Accessible and Enable New Zealand)

What equipment is included in the Band 1 List?

The Band 1 list is available for viewing on the Enable New Zealand DFI website. Please ensure you consider all items as the most cost effective option to assist with savings on the Ministry of Health's budget.

From 11 August 2014 Enable New Zealand will only provide the equipment that is on the List. This is because the Ministry of Health requires the Band 1 List to be exactly the same for Enable New Zealand and Accessable to ensure fairness for access to services across New Zealand. We can however provide a 'similar' item if it is available in reissue stock as this results in savings on the budget.

If you require an accessory under \$1,000 for Band 1 items you can order this through Enable New Zealand Online. Anything from the Band 1 list can be requested for people who meet the MOH Eligibility and Access criteria, without needing to use the Prioritisation Tool.

If you require a different model, type or supplier of equipment which is not available on the Band 1 Equipment List, you will need to complete the Prioritisation Tool and submit a Band 2 or Band 3 Equipment Service Request if the outcome of the Prioritisation Tool is that 'Funding is Available'.

The Ministry of Health table:

http://www.disabilityfunding.co.nz/_data/assets/pdf_file/0006/83391/When-to-Use-the-Prioritisation-Tool.pdf

confirms when the Prioritisation Tool is required. If not required, service requests will come straight to Enable New Zealand Online.

Can I still request 'multiples' of one Band 1 equipment item

Yes, you will be able to request multiples of a Band 1 List item.

What are Accessories or Modified Accessories

Accessories are additional items which are available 'off the shelf' and can be attached to the base equipment item which has been funded by the Ministry, eg: head rest, pelvic positioning belt, arm rests, seat back for a wheelchair etc.

A modified accessory is where the accessory itself can be modified to meet a specific need without having any impact on the base equipment item. The modification is completely removable or reversible so the base equipment item is able to be reissued for another person, eg: a custom made seat for a commode chair, a customised lateral for a wheelchair, or a customised tray for a standing frame.

The accessory (or modified accessory) is likely to cost less than \$1000 (excl GST), is completely removable and reversible so the base equipment is able to be reissued for another person. It has the purpose of enhancing the functionality of the base equipment item for a person's specific individual need and will not function as a stand-alone item.

How do I request an accessory for a non Band One item (i.e. Band Two / Three)

If the accessory is under \$1000 you will need to submit a service request using the Band One process.

If the accessory or package of accessories is over \$1000 you will need to submit a service request using the Band Two or Three process (you will need to complete the Prioritisation Tool)

Do I still go through the Subcontractor to fit the item?

Yes

What is an Equipment Package

An equipment package covers all components of one solution i.e. the same area of accreditation which, when combined, form one solution for a person to meet their specific needs, eg power wheelchair, tray and seating system, or a bed, mattress and bedrails, or a communication device, mounting system and switch.

How do I know what the equipment costs so I can work out if I need to consult with an EMS Advisor about the equipment package

You can ring the Enable New Zealand Customer Service Hub on 0800 171 995 or email on: moh.processing@enable.co.nz and ask for the cost of the equipment.

You do not need to work out the value of an equipment package to the exact cost (i.e. dollar and cent), but rather your best reasonable estimate rounded to within \$100 (excl GST) for example.

What is Replacement (Like for Like) Equipment

Like for Like replacement is provided when an equipment item being used by the Service User which continues to meet their needs is considered to be beyond economic repair and a replacement is requested by either the Service User or the EMS Assessor. Like for Like replacement means that the same form and function of the equipment item needs to be sought – it does not indicate that the exact make and model needs to be supplied. If any equipment item is considered to be beyond economic repair but this item no longer meets the Service User's needs, a reassessment by an EMS Assessor is required before replacement equipment can be provided.

If the Like for Like equipment or package cost is less than \$5,000 there will be no need to go through the Prioritisation Tool but you will need to complete a Like for Like Service Request. The same applies if the package cost is more than \$5,000 but you will also need to consult with an EMS Advisor and include a note of this input in the Service Request.

Where the equipment is under \$5,000, it can be processed through Band 1 with an equipment code of L4L and will need to have the replacement form attached to the service request.

EMS ADVISORS

Will there be more EMS Advisors:

Yes – we have already employed another EMS Advisor in Palmerston North and a further Advisor in Hamilton in September.

When do I have to consult with an EMS Advisor

This is fully explained in the 'Consultation with an EMS Advisor' document within the resources available within the 'Prioritisation Tool Training' package. Look under supporting documentation under the resources tab.

What if I am not sure if the person meets eligibility and Ministry of Health funding criteria?

If there is any doubt about whether the person meets the current eligibility and Ministry of Health funding criteria then the EMS Assessor must communicate with an EMS Advisor or with Enable New Zealand Customer Services prior to completing the Prioritisation Tool and submitting a Service Request.

What happens if you recommend a piece of equipment (e.g. multichair) but your client wants a Wet Area Shower

This is an issue you would need to discuss with your client. You may also discuss how to manage this within your supervisions and get support from your clinical leader. You could seek advice from an EMS Advisor if required to support you. The EMS Advisor would provide you with a response regarding access criteria i.e. based on the information provided the client does not meet the Ministry of Health criteria for provision of a Wet Area Shower modification as this is not essential to remain living in the home. Other options are available including use of equipment. You would discuss the access criteria with your client. You would not complete the Prioritisation Tool with a Wet Area Shower as the proposed solution but could complete the Prioritisation Tool with an equipment solution in mind.

Will there be new forms

Yes. They will be loaded onto the Enable New Zealand DFI website. If you have any problems opening the forms, please contact your IT department in the first instance as some spam filters are blocking access to the documents.