

15 July 2016

COMMENCEMENT OF NEW NDSS PRODUCT SUPPLY ARRANGEMENTS

From Monday, 18 July 2016, the new product supply arrangements for the National Diabetes Services Scheme will commence.

Under the new arrangements, NDSS products will be supplied to community pharmacies that are NDSS Access Points through the Community Service Obligation (CSO) distribution network, the same network that supplies PBS medicines. Existing ordering processes will remain the same, including the use of *NDSS Connect* to confirm eligibility and to order products. Products will be supplied within the same timeframes as PBS medicines and orders can be placed online through *NDSS Connect* and submitted at any time.

What Do I Need To Do?

You can continue to order products through *NDSS Connect* in the usual way with orders being recorded in the system and submitted (by pressing the 'submit' button) as required. Note that when placing orders for Insulin Pump Consumables (IPCs), please press 'submit' at the time the order is entered into the system to ensure timely delivery.

There are a small number of Access Points that have not yet provided ordering details to Diabetes Australia to support the new product supply arrangements. These Access Points have been contacted and advised that this information must be provided to allow their continued ordering of products through the NDSS.

Note that some outstanding NDSS product orders submitted prior to 18 July will be delivered under the supply arrangements in place at the time of ordering.

Where Can I Get Help?

If you have any queries regarding the new supply arrangements please contact Diabetes Australia on 1300 136 588 or email helpdesk@diabetesaustralia.com.au.

Information and training on IPCs are available on the NDSS website. Additional information on changes to the NDSS from 1 July 2016 is available online from www.health.gov.au/diabetes-services.