

Question on Notice

No. 213

Asked on 17 March 2022

MRS D FRECKLINGTON ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

QUESTION

With reference to the Medical Aids Subsidy Scheme Continence Aids service— Will the Minister clarify (a) the average timeframe for approval of applications, (b) how many applications were rejected based on ineligibility due to minor clerical errors, (c) how long since the application process for continence aids has been reviewed, (d) will there be any reviews in the near future and (e) how many people are currently being provided with continence aids through this service?

ANSWER

I am advised by the Department of the Health the following:

(a) the average timeframe for approval of applications

The Medical Aids Subsidy Scheme (MASS) normally requires 20 working days to process an application, with 92% of applications processed within this timeframe during 2020/21. There have been some delays in processing in 2021/22 due to the impact of the COVID-19 pandemic.

(b) how many applications were rejected based on ineligibility due to minor clerical errors

Minimal applications are rejected due to clerical errors.

(c) how long since the application process for continence aids has been reviewed

MASS reviews its application processes regularly, with a significant review occurring in 2018 in line with the development of online applications through MASS-eApply. The application process was also reviewed in November 2019.

During 2020 and 2021, further reviews were undertaken which resulted in digitalisation of processes being introduced, as well as increased promotion of MASS-eApply.

(d) will there be any reviews in the near future

A full review of the application process is currently being undertaken.

(e) how many people are currently being provided with continence aids through this service?

YTD 2021/22 MASS Continence Aids Services have serviced 20,869 unique clients, processing 24,224 applications.