

Prostheses (companion to Part 15)

Lifetime Care will pay for a prosthesis you need because of an injury you sustained from a motor vehicle accident.

This companion explains what prostheses we'll pay for, what we won't pay for, what we mean by certain terms, and how we make our decisions.

When we use the word 'you', we mean the person covered by the Lifetime Care and Support Scheme (also known as 'the participant') or someone representing them, such as a parent, guardian or legal representative.

What we fund

Prostheses

A prosthesis is an artificial device attached to the body to replace a missing body part, such as a leg or an eye. It can be used for functional or cosmetic reasons, or both. A prosthesis includes any associated parts and fittings and can include an external prosthesis or an orthosis (an orthosis is a supporting device fitted to the body such as a brace or a splint).

We don't include surgically implanted prostheses in our definition. These are surgical treatments and will be assessed using the information in *Medical treatment including pharmaceuticals (companion to Part 22)*.

Maintenance and repair

We'll repair and maintain your prosthesis:

- if it needs it due to normal wear and tear
- if it needs routine maintenance that the manufacturer recommends, or to meet industry standards
- if a provider or providers accredited by EnableNSW (or an equivalent body if you live interstate) completes the prescription and supply.

Recreational activity

We'll pay for an extra prosthesis to use for recreational activities if you're likely to take part in the activity regularly in the future.

For example, we may fund specialised limbs for a sporting activity if you show us your sporting club membership and evidence you've been attending and taking part.

What we don't fund

We don't pay for:

- repairing or replacing a prosthesis that's damaged or not working because of neglect or misuse
- a prosthesis that doesn't comply with Australian Standards (if applicable) or isn't registered with the Therapeutic Goods Administration (if applicable).

How we decide

We follow Lifetime Care funding principles to decide which, if any, prostheses you need and what we'll fund. We may also refer to other guidelines to help us in this process.

We'll pay for a prosthesis when:

- you have had a limb amputated because of the motor accident injury
- the prosthesis helps your functional independence, self-management or is a cosmetic improvement
- the provider is accredited by EnableNSW or an equivalent body if you live interstate
- the prescription, clinic services and manufacturing services are provided by a person who is accredited by EnableNSW or an equivalent body if you live interstate.

Our funding principles

When we're making decisions about funding prostheses we follow these guidelines.

- Planning, decision-making and risk assessment activities are collaborative, and this is evident in plans and requests for services.
- Our aim is to help you be as independent as possible and to participate in the community.

- The treatment or service must relate to the motor accident injury.
- Services should be flexible and tailored to meet your needs.
- The treatment, item or service benefits you, is appropriate, and is cost effective.
- The provider is appropriate to your needs.
- Decisions are made within 20 working days.

We'll document our decisions and communicate them via a 'certificate' (a certificate is a letter we'll send you about the decisions we've made).

Your rights

- You have the right to refuse services.
- You have the right to dispute any decision we make about your needs.

Our process for making decisions

- We'll need to get some information about the prostheses you want us to pay for.
- After we get this information, we'll make a decision within 20 working days.
- We'll let you know our decision by letter. This is known as a 'certificate'.
- You don't have to agree with our decisions. You have the right to dispute any decision we make. That's OK and we can help you do this.

Other info

Who we mean by a provider

We consider providers of prostheses and orthoses to be accredited medical prescribers, amputee clinics or limb manufacturers.

For more information contact Lifetime Care

9am to 5pm, Monday to Friday

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