



Medicare 自助服务

您可以进行一系列 Medicare 自助服务，而无需给我们打电话或到访我们的办事处。

您可以通过 myGov 或 Express Plus Medicare 手机应用程序使用您的 Medicare 网上账户。

您可以做些什么

您可以随时随地轻松地在我们这里办事。

您可以使用 Express Plus Medicare 手机应用程序：

- 递交 Medicare 报销；
- 查看 Medicare 报销记录；
- 更新您的个人和银行账户资料；
- 在 Australian Organ Donation Register 上登记您的捐赠器官决定；
- 查看免疫接种记录表；
- 申请补发 Medicare 卡或领取副卡；
- 查看您的 Medicare Safety Net 余额；
- 查看您的 Individual Healthcare Identifier 号码。

使用您的 Medicare 网上账户，您可以办理上述各项事务，并且可以：

- 从网上收取 Medicare 信函，并管理您的网上信函优先顺序；
- 查看您的 Care Plan Access 记录
- 查看 Child Dental Benefits Schedule 资格条件和您的余额
- 查看您的 Individual Healthcare Identifier 号码记录及替代名称。

注册

通过 my.gov.au 注册 Medicare 网上账户

您必须：

- 已在 Medicare 登记注册
- 年满 14 周岁；
- 居住在澳大利亚。

创建 Medicare 网上账户

按以下步骤操作：

第1步：如果您没有myGov账户，登入my.gov.au创建一个。

第2步：建立myGov账户后，选择‘Services’，然后选择Medicare旁边的‘Link’。

第3步：选择适合您的选项：

- 我有Medicare网上账户；
- 我没有Medicare网上账户；
- 我有一个链接码。

第4步：任选以下一种方法

- 输入您的Medicare卡号，Individual Reference Number（您名字前面的号码），以及所需的其它信息；或
- 如果您有链接码，输入链接码，选择‘Medicare’，然后在‘agency reference number’一栏输入您的Medicare卡号。

第5步：窗口会弹出一条信息说Medicare链接成功。然后，您就可以使用您的Medicare网上账户了。

Express Plus Medicare 手机应用程序

拥有 Medicare 网上账户后，您就可以下载和使用 Express Plus Medicare 手机应用程序了。

按以下步骤操作：

第1步：使用Express Plus Medicare手机应用程序，先登入my.gov.au创建一个myGov账户，并将其链接到Medicare。要确保您创建了myGov账户并将其链接到了Medicare。

第2步：从App Store、Google Play或Microsoft Windows Store下载该应用程序。

第3步：同意条款与条件。

第4步：使用您的myGov用户名和密码设置您的4位数PIN，就可以开始使用该应用程序。

注册您的银行账户资料

向本部注册您的银行账户资料，以便我们将您的Medicare付款直接支付到您的指定银行账户。

注册您的银行账户资料：

- 通过myGov使用您的Medicare 网上账户
- 使用Express Plus Medicare 手机应用程序。

您需要：

- 在注册时，准备好您的Medicare卡和银行账户资料：BSB、账号和账户名
- 如果您的账户资料有变化就要告诉我们。

隐私与安全

我们会安全妥善地保存您的个人资料，并高度重视您的网上安全。您可以在自己的 Medicare 网上账户中查看您的访问记录。如果您认为有人在您不知情的情况下使用了您的个人资料，请拨打 **132 011** 告诉我们。

如果觉得您的 Medicare 网上账户有任何隐私问题，或对隐私有担忧，请拨打 **132 011** 告诉我们。您亦可以随时取消您的 Medicare 网上账户。

查阅更多有关网上安全的英文信息，请浏览 humanservices.gov.au/onlinesecurity

更多信息

- 登入 humanservices.gov.au/medicareonline 和 humanservices.gov.au/expressplus 查看更多英文信息
- 登入 humanservices.gov.au/yourlanguage 阅读、聆听或观看中文版视频信息
- 致电 **131 202** 用中文向我们了解有关 Centrelink 福利金与服务的信息
- 拨打 Translating and Interpreting Service (TIS National) 翻译与传译服务的电话 **131 450**，用中文向我们了解有关 Medicare 和 Child Support（子女抚养费）付款与服务的信息
- 到访服务中心

请注意：从澳大利亚境内任何地方使用家庭电话拨打'13'开头的号码按照固定费率收费。该费率可能与本地电话费率不同，而且可能会因电话公司不同而异。使用家庭电话拨打'1800'开头的电话免费。使用公共电话和手机拨打可能会计时收费，而且费率较高。

免责声明

本出版物所含信息仅限用作福利金和服务指南。您需要自行决定是否希望根据自己的特定情况申请福利金并提交申请表。



Medicare self service

You can do a range of Medicare services without having to call or visit us.

You can use your Medicare online account through myGov or the Express Plus Medicare mobile app.

What you can do

It's easy to do business with us anytime and anywhere.

Using the Express Plus Medicare mobile app you can:

- submit a Medicare claim
- view Medicare claims history
- update your personal and bank account details
- register your decision on the Australian Organ Donation Register
- view immunisation history statements
- request a replacement or duplicate Medicare card
- view your Medicare Safety Net balance
- view your Individual Healthcare Identifier number.

Using your Medicare online account you can do everything listed above and:

- get Medicare letters online and manage your online letters preference
- view your Care Plan Access history
- view eligibility and balance for the Child Dental Benefits Schedule
- view your Individual Healthcare Identifier number history and alternative names.

Register

Register for a Medicare online account through my.gov.au

You must be:

- enrolled in Medicare
- 14 years of age or older
- living in Australia.



Create a Medicare online account

To do this follow these steps:

Step 1: If you don't have a myGov account, go to my.gov.au and create one.

Step 2: Once you have a myGov account, select 'Services' and then 'Link' next to Medicare.

Step 3: Select the option right for you:

- I have an online account with Medicare
- I don't have an online account with Medicare
- I have a linking code

Step 4: Either:

- Enter your Medicare card number, Individual Reference Number (the number before your name) and additional information where requested, or
- If you have a linking code, enter the code and select 'Medicare' then enter your Medicare card number where it says 'agency reference number'.

Step 5: A message will pop up to say Medicare has been successfully linked. Now you can use your Medicare online account.

Express Plus Medicare mobile app

Once you have a Medicare online account, you can download and use the Express Plus Medicare mobile app.

To do this, follow these steps:

Step 1: To use the Express Plus Medicare mobile app, go to my.gov.au to create a myGov account and link it to Medicare. Make sure you've created a myGov account and linked to Medicare.

Step 2: Download the app from the App Store, Google Play or the Microsoft Windows Store.

Step 3: Agree to the terms and conditions.

Step 4: Use your myGov username and password to set up your 4-digit PIN and start using the app.

Register your bank account details

Register your bank account details with us so your Medicare benefits can be paid directly into your nominated bank account.

Register your bank account details:

- using your Medicare online account through myGov
- using the Express Plus Medicare mobile app.

You need to:

- have your Medicare card and bank account details—BSB, account number and account name—with you when you register
- let us know if your details change.

Privacy and security

We keep your personal details secure and value your online security. You can see your access history in your Medicare online account. If you think someone else has used your details without your knowledge, call us on **132 011**.

If you have any privacy issues or concerns with your Medicare online account, call us on **132 011**. Or you can cancel your Medicare online account any time.

Read more about online security in English at humanservices.gov.au/onlinesecurity

For more information

- go to humanservices.gov.au/medicareonline or humanservices.gov.au/expressplus for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.