



# 使用您的Medicare在线账户，申请补发一张或复制一张Medicare卡

学会如何使用您的Medicare在线账户申请补发一张或复制一张Medicare卡。

## 第1步：登入

登陆[my.gov.au](http://my.gov.au)，打开您的Medicare链接服务。从主菜单中选择“Replacement or duplicate card”。

Medicare online accounts

Welcome to Medicare online accounts

**Medicare cheques have stopped**  
Your Medicare benefits can only be paid directly into your nominated bank account. Register or update your bank account details today through the 'Personal details' and then 'Banking details' menu option.

We encourage all Australians to [register](#) their donation decision on the Australian Organ Donor Register. Register your decision today, and make sure your loved ones know your decision.

You can also do most of your Centrelink and Child Support business using self service - find out more at [humanservices.gov.au/selfservice](http://humanservices.gov.au/selfservice)

Select an online service from the list below:

- Medicare online accounts
- Lodge a Medicare claim
- Medicare Claims History
- Medicare Safety Net Balance
- Medicare Unverified Payments
- Child Dental Benefits Schedule
- Care Plan Access History
- Personal information
- Banking details
- Medicare letters online
- Replacement or duplicate card**

- Australian Immunisation Register  
Immunisation history statement
- Individual Healthcare Identifier (IHI)  
Alternative Names  
Individual Healthcare Identifier History
- Australian Organ Donor Register  
Organ donor details

补发或复制一张卡

## 第2步：申请补发或复制一张卡

申请补发一张卡，选择“Request replacement card”复选框，并选择原因。

申请复制一张卡，只需选择“Request duplicate card”复选框。

选择“SUBMIT”。

The screenshot shows the Medicare online accounts interface. The main heading is "Replacement or duplicate card". Below this, there are two informational boxes: one with a warning icon stating that a duplicate card was included in the last replacement, and another with an info icon stating the previous card was issued on 6 March 2017. The "Your Medicare card details" section shows the current card number (230308561), issue number (1), and expiry date (31/03/2022). The "Replacement card" section includes a checkbox for "Request replacement card" and a "Was your card?" section with radio buttons for "Lost", "Stolen", "Damaged/destroyed", and "Expired". The "Duplicate card" section includes a checkbox for "Request duplicate card". At the bottom, there are buttons for "SUBMIT", "Clear", and "Cancel". Chinese callouts are placed over the form: "申请补发卡" points to the "Request replacement card" checkbox; "丢失、被盗、损毁、过期" points to the "Lost" radio button; "申请复制卡" points to the "Request duplicate card" checkbox; and "提交" points to the "SUBMIT" button.

如果您曾经用自己的Medicare在线账户申请过一张复制卡，“Request duplicate card”方格将会有个已选标记。如果您不需要复制卡，可以取消方格中的标记。

您只能在您的卡上列有两个或更多人时，才能申请复制卡。

### 第3步：提交申请

选择“SUBMIT”后，将会显示您的更新资料和告知您申请成功的确认信息。

选择“RETURN TO ONLINE ACCOUNT”返回您的Medicare 在线账户首页。

Australian Government  
Department of Human Services

medicare

show all hide all

- > Home
- > Lodge a Medicare Claim
- + History and statements
- Personal details
  - Personal information
  - Banking details
  - Medicare letters online
  - Replacement or duplicate card
  - Alternative names
- > Immunisation history statement
- > Organ donor details
- + Support
- > Contact Us
- > Submit a complaint or provide feedback

Welcome! (last visit 02:12 PM EST 10 April 2017)

Medicare online accounts

Help Contact Us Return to myGov

## Replacement or duplicate card

Your request has been successful. A new card will be sent to the cardholder at their current address held with Medicare, within 10 working days. New Medicare card number: 230308561 Issue number 2 Expiry date 30/04/2022

### Your Medicare card details

Current Medicare card number	230308561
Issue number	1
Expiry date	31/03/2022

### Replacement card

Once you have successfully requested a replacement card, your current Medicare card will become expired and a new card with a new issue number will be sent to your current Medicare address.

If you request a replacement card and a duplicate card the duplicate will be an exact copy of the new card.

Request replacement card

Was your card?

Lost

Stolen

Damaged/destroyed

Expired

### Duplicate card

If you request a duplicate card only, the duplicate will be a copy of your current card. Only one duplicate can be issued.

Request duplicate card

RETURN TO ONLINE ACCOUNT

确认信息

返回在线账户

## 第4步：登出

您可以在您的首页上完成其它交易。

选择 'Return to myGov' 返回您的 [myGov](#) 账户。

The screenshot shows the 'Medicare online accounts' page. At the top right, there is a 'Return to myGov' button highlighted with a red box. A green callout box with the text '返回myGov' points to this button. The page content includes a welcome message, a notice about Medicare cheques, and a list of services to select from.

Return to myGov

为了保护您的隐私和安全，使用完您的 [myGov](#) 账户后，一定要 'Sign out'。

The screenshot shows the myGov user dashboard. At the top right, there is a 'Sign out' button highlighted with a red box. A green callout box with the text '登出' points to this button. The dashboard displays 'Good afternoon', a notification about sign-in options, a grid of service tiles (Medicare, myagedcare, ndis, child support, jobactive, info, centrelink, Victorian Housing Register Application), and an inbox messages section.

登出

## 更多信息

- 登陆[humanservices.gov.au/onlineguides](https://humanservices.gov.au/onlineguides)查看有关如何使用您的在线账户的英文版在线指南和视频示范
- 登入[humanservices.gov.au/yourlanguage](https://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。



# Get a replacement or duplicate Medicare card using your Medicare online account

Learn how to request a replacement or duplicate Medicare card using your Medicare online account.

## Step 1: Sign in

Go to [my.gov.au](http://my.gov.au) and open your Medicare linked service. Select 'Replacement or duplicate card' from the main menu.

The screenshot shows the Medicare online accounts website. The top navigation bar includes the Australian Government logo, the text 'Medicare online accounts', and buttons for 'Help', 'Contact Us', and 'Return to myGov'. The main content area is titled 'Welcome to Medicare online accounts' and contains three informational boxes. Below these is a section titled 'Select an online service from the list below:' which lists various services. A blue arrow points from the 'Replacement or duplicate card' option in the left-hand navigation menu to the corresponding option in the main list. A red box highlights the 'Replacement or duplicate card' option in the main list, and a callout box points to it with the text 'Replacement or duplicate card'.



## Step 2: Request the replacement or duplicate card

To request a replacement card check the 'Request replacement card' check box and select the reason.

To request a duplicate card only check the 'Request duplicate card' check box.

Select 'SUBMIT'.

The screenshot shows the Medicare online accounts interface. The main heading is 'Replacement or duplicate card'. Below this, there are two informational boxes: one with a warning icon stating that a duplicate card was included in the last replacement, and another with an info icon stating the previous card was issued on 6 March 2017. The 'Your Medicare card details' section shows the current Medicare card number as 230308561, issue number 1, and expiry date 31/03/2022. The 'Replacement card' section contains a checkbox for 'Request replacement card' and a group of radio buttons for 'Was your card?' with options: Lost, Stolen, Damaged/destroyed, and Expired. The 'Duplicate card' section contains a checkbox for 'Request duplicate card'. At the bottom, there are three buttons: 'SUBMIT', 'Clear', and 'Cancel'. Red boxes highlight the 'Request replacement card' checkbox, the 'Lost' radio button, the 'Request duplicate card' checkbox, and the 'SUBMIT' button. Green callout boxes point to these elements with labels: 'Request replacement card', 'Lost, stolen, damaged/destroyed, expired', 'Request duplicate card', and 'Submit'.

If you've used your Medicare online account to request a duplicate card before, the 'Request duplicate card box' will have a check mark. If you don't need a duplicate card, you can uncheck this box.

You can only request a duplicate card if there are two or more people listed on a card.

## Step 3: Submit card request

Your updated details and a confirmation message letting you know your request has been successful will display after you select 'SUBMIT'.

Select 'RETURN TO ONLINE ACCOUNT' to return to your Medicare online account homepage.

The screenshot shows the Medicare online accounts interface. The page title is "Medicare online accounts" and the main heading is "Replacement or duplicate card". A confirmation message is displayed in a yellow box: "Your request has been successful. A new card will be sent to the cardholder at their current address held with Medicare, within 10 working days. New Medicare card number: 230308561 Issue number 2 Expiry date 30/04/2022". Below this, the "Your Medicare card details" section shows the current card number (230308561), issue number (1), and expiry date (31/03/2022). The "Replacement card" section has a checked checkbox for "Request replacement card" and radio buttons for "Lost", "Stolen", "Damaged/destroyed", and "Expired". The "Duplicate card" section has a checked checkbox for "Request duplicate card". At the bottom, a blue button labeled "RETURN TO ONLINE ACCOUNT" is highlighted with a red box.

Confirmation message

Return to online account



## Step 4: Signing out

From your homepage you can complete other transactions.

Select 'Return to myGov' to go to your [myGov](#) account.

The screenshot shows the Medicare online accounts page. At the top right, there is a navigation bar with 'Help', 'Contact Us', and a 'Return to myGov' button with a myGov logo. A red box highlights this button, and a green callout bubble points to it with the text 'Return to myGov'. The main content area includes a welcome message, a notice about Medicare cheques, and a list of services to select from. The services are grouped into three categories: Medicare, Australian Immunisation Register, and Australian Organ Donor Register.

For your privacy and security, 'Sign out' when you've finished using your [myGov](#) account.

The screenshot shows the myGov homepage. At the top right, there is a 'Sign out' button highlighted with a red box. A green callout bubble points to this button with the text 'Sign out'. The page content includes a greeting, a notification about sign-in options, a grid of service tiles (Medicare, My Aged Care, NDIS, Child Support, Jobactive, Atfo, Centrelink, Victorian Housing Register Application), and an inbox messages section.

## For more information

- go to [humanservices.gov.au/onlineguides](https://humanservices.gov.au/onlineguides) to view online guides and video demonstrations about using your online account in English
- go to [humanservices.gov.au/yourlanguage](https://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.