



Digital cards – concession provider

Information for concession card providers

Centrelink concession and health care cards are available in a physical and digital version. The digital version can be accessed through the myGov and Express Plus Centrelink mobile apps. They give customers another option for how they carry and present their cards.

myGov app

The myGov wallet is a place to securely store some government digital cards and certificates. The items a customer can add depends on their linked services and circumstances.

The following items are currently available:

- Centrelink concession and health care cards
 - Commonwealth Seniors Health Card (CSHC)
 - Pensioner Concession Card (PCC)
 - Low Income Health Care Card (LIC)
 - Health Care Card (HCC)

More items will be available in future.

How do customers access and use a digital card?

To access digital cards a customer must be a Centrelink concession card holder and have a Centrelink online account and downloaded the myGov app.

Customers access their digital cards by signing in to their myGov app and selecting the wallet from the home screen.

How do I know a customer has a genuine digital card?

Customers need to sign in to the myGov app and show the card in the app to make sure it's genuine and valid. Digital cards and certificates in the myGov wallet have security features, including a hologram and a QR code on them. Providers can scan the QR codes to verify the wallet item is genuine and valid.

Support customers to follow these steps on their device and show you their QR code on the digital card or certificate:

- 1 Open the app and go to **Wallet** on the home screen.
- 2 Select the item that needs to be verified.
- 3 Present the provider with the QR code in the card or select **Verify card**.
- 4 If you select Verify Card this will generate a QR code. Present the provider with the QR code.

How do I scan QR codes?

Providers will need to use the myGov app to verify items in the wallet. Follow these steps to scan a QR code:

- 1 Open the myGov app and select the **QR scanner** icon from the Welcome screen. You don't need to sign in.
- 2 Allow camera permission to scan the item by selecting **I agree**.
- 3 Scan the item you want to verify. Items will be described as valid or invalid.

Express Plus Centrelink mobile app

Digital cards are an electronic feature in the Express Plus Centrelink mobile app. This includes the:

- Commonwealth Seniors Health Card (CSHC)
- Pensioner Concession Card (PCC)
- Low Income Health Care Card (LIC)
- Health Care Card (HCC)

How do customers access and use a digital card?

To access digital cards a customer must be a Centrelink concession card holder, have a Centrelink online account and downloaded the latest version of the Express Plus Centrelink mobile app.

Customers access their digital cards by signing in to the Express Plus Centrelink mobile app and selecting the **More** menu on their home screen, then **Digital wallet**.



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How do I know a customer has a genuine digital card?

Customers need to sign into the Express Plus Centrelink mobile app and show the card in the app to make sure it's genuine and valid. Security measures are included in the Digital wallet to protect you and the card holder.

If customers have more than one concession or health care card, they can swipe left or right or up and down to switch between cards.

Will I be able to tell when a customer's concession card expires?

The wallet provides real-time concession entitlement for customers. If a card is no longer active, **EXPIRED** will appear across the card for 28 days before it no longer displays on a customer's device.

Does it replace a customer's physical concession card?

No. Digital cards are an alternative for customers and don't replace the physical concession card. You should continue to accept physical concession cards when your customers present them.

What should I do if a customer's digital card doesn't work?

You can ask the customer to show you their physical concession card if they have it. If the customer doesn't have a concession card, you can advise them to go to their local Services Australia service centre to receive a temporary card.

Where do I go if I want more information about digital cards?

If you provide concessions as part of your business and want to know more about digital cards, you can go to servicesaustralia.gov.au/digitalwalletorg or my.gov.au/app for more information.