



Medicare ni mfumo wa huduma ya afya ya Australia

Medicare husaidia kulipa gharama ya huduma za matunzo ya afya.

Jinsi ya Medicare inavyofanya kazi

Tunatoa malipo na huduma ambazo zinaweza kusaidia wakati wewe au mtu ambaye unamtunza mnamtia huduma za matunzo ya afya au kununua dawa.

Iwapo unastahiki, Medicare husaidia na:

- matibabu ya bure au ya bei nafuu na madaktari, wataalamu, wapimaji wa macho, na katika baadhi ya kesi madaktari wa meno na wataalamu wengine wa afya walioidhinishwa
- dawa za gharama ya chini
- matibabu ya bure na malazi katika hospitali ya umma.

Jinsi ya kujiandikisha katika Medicare

Unaweza kujiandikisha katika Medicare kwa:

- kukamilisha fomu ya kujiandikisha ya Medicare
- kutuma fomu na hati zinazoungwa mkono kwa njia ya posta au kwa barua pepe kwa **MES@servicesaustralia.gov.au**

Utahitaji kutupa hati zinazounga mkono kulingana na hali yako. Huenda utahitaji kupanga hati zako kutafsiriwa.

Kwa taarifa zaidi katika Kiingereza kuhusu hati gani unazoweza kuhitaji, nenda kwa **servicesaustralia.gov.au/enrolling-medicare**

Watu wengine wanaweza pia kujiandikisha mtandaoni kwa kutumia akaunti yao ya myGov.

Ikiwa unajiandikisha kama familia, unahitaji kutumia fomu ya kujiandikisha ya Medicare, nenda kwa **servicesaustralia.gov.au/ms004**

Tutakusajili pia wewe kama mtu binafsi kama sehemu ya Medicare Safety Nets (Nyavu za Usalama za Medicare). Unaweza kusajili kama wanandoa au familia ikiwa unahitaji.

Kwa habari zaidi katika Kiingereza kuhusu Medicare Safety Nets, nenda kwa **servicesaustralia.gov.au/safetynet**

Kujiandikisha katika Medicare mtandaoni

Unaweza kujiandikisha kwa kutumia myGov ikiwa wewe:

- unaishi nchini Australia
- una umri wa miaka 15 au zaidi
- ukijiandikisha kama mtu binafsi.

Lazima pia umefanya yoyote:

- umeomba kwa viza ya mkaazi wa kudumu
- umepewa mkaazi wa kudumu

- unayo viza ya mkaazi wa kurudia.

Iwapo ukijiandikisha katika Medicare kwa kutumia akaunti yako ya myGov, unaweza kufuatilia maendeleo ya ombi lako.

Tutakuuliza kuongeza maelezo yako ya akaunti ya benki ili tunaweza kukulipa malipo ya Medicare. Uwe tayari na maelezo yako ya benki.

Utahitaji kutupa hati zinazounga mkono kulingana na hali yako. Huenda utahitaji kupanga hati zako kutafsiriwa. Soma kuhusu hati unazohitaji kwenye tovuti ya Services Australia.

Mara tu ombi lako litakapoidhinishwa, tutawasiliana nawe kwa hatua zako zinazofuata. Pia tutatuma kadi yako ya Medicare kwa njia ya posta kwa anwani uliyotupa.

Kwa habari zaidi kuhusu kujiandikisha, nenda kwa **servicesaustralia.gov.au/enrolling-medicare**

Ili kufanya shughuli yako nasi mtandaoni, fungua akaunti ya myGov na unganisha kwa Medicare. Ili kujua zaidi, nenda kwa:

- **servicesaustralia.gov.au/mygovguides**
- **servicesaustralia.gov.au/medicarecard**

Kadi ya Medicare

Utapata kadi ya Medicare kwa njia ya posta wakati ambapo umejiandikisha. Tutakuitumia kwa anuwani ambayo unatupa. Unaweza pia kupata nakala ya dijitali ya kadi yako ya Medicare. Utahitaji kuingia kwa app ya simu ya Express Plus Medicare ili kupata kadi hii.

Kwa habari zaidi katika Kiingereza kuhusu app ya simu ya Express Plus Medicare, nenda kwa **servicesaustralia.gov.au/expressplusmedicare**

Ili kutumia app, unahitaji akaunti ya myGov inayounganishwa na akaunti yako ya Medicare mtandaoni. Ikiwa huna akaunti hizi, uzianzisha na ndipo pakua apps.

Unahitaji kadi halali ya Medicare ili:

- kudai faida za Medicare
- kumwona daktari anayetuma bili kwa serikali tu
- kutibiwa kama mgonjwa wa umma katika hospitali ya umma
- kupata dawa kadhaa kwa gharama nafuu.

Kadi yako ya Medicare inaweza pia kusaidia ikiwa wewe ni mgonjwa wa kibinafsi ambaye anapata matibabu katika hospitali ya umma au hospitali binafsi.

Tunaweza kutoa sio zaidi ya kadi 2 kwa familia. Ikiwa una umri wa miaka 15 au zaidi, unaweza kupata kadi yako ya Medicare.

Iwapo kadi yako ya Medicare ikipoteza au kuibiwa, unaweza kupata kadi mpya kwa kutumia akaunti yako ya Medicare mtandaoni au app ya simu ya Express Plus Medicare.

Kwa habari zaidi katika Kiingereza, nenda kwa **servicesaustralia.gov.au/medicarecard**

Sajili habari zako za akaunti ya benki

Sajili maelezo yako ya akaunti ya benki kwetu ili tuweze kulipa faida yako ya Medicare moja kwa moja kuingia akaunti yako ya benki iliyoteuliwa.

Sajili habari zako za akaunti ya benki kwa kutumia:

- akaunti yako ya Medicare ya mtandaoni kupitia myGov
- app ya simu ya Express Plus Medicare.

Unahitaji:

- kuwa nawe kadi yako ya Medicare na habari za akaunti ya benki (BSB, nambari ya akaunti na jina la akaunti) unaposajili
- kutjulisha kama maelezo yako yakibadilika.

Kwa habari zaidi katika Kiingereza, nenda kwa servicesaustralia.gov.au/medicare-services

Kudai

Unaweza kudai huduma ya matunzo ya afya kwa yeyote aliyeorodheshwa kwenye kadi yako ya Medicare.

Wafanyakazi wa ofisi ya daktari yako wanaweza kuwasilisha dai kwa ajili yako kama wakitoa kudai kwa kielektroniki. Iwapo ofisi ya daktari yako haiwezi kuwasilisha dai kwa ajili yako, unaweza kuwasilisha dai:

- kwa kutumia akaunti yako ya Medicare ya mtandaoni kupitia myGov
- kwa kutumia app ya simu ya Express Plus Medicare
- kwa ana kwa ana kwenye kituo cha huduma
- kwa njia ya posta kwa kukamilisha Medicare Claim form (MS014).

Unaweza pia kudai kwa ajili ya mtu mwingine kwenye kadi nyingine ya Medicare ikiwa umelipa kwa huduma. Huwezi kufanya hii mtandaoni.

Ili kujua zaidi kuhusu chaguzi za kudai katika Kiingereza, nenda kwa [servicesaustralia.gov.au/medicareclaiming](https://servicesaustralia.gov.au/medicare-claiming)

Reciprocal Health Care Agreements (Makubuliano ya Utunzaji wa Afya ya Kubadilishana)

Medicare hailipi kwa matibabu wakati unapoenda nje ya nchi. Hata hivyo, Serikali ya Australia imetia saina Reciprocal Health Care Agreements (RHCA) pamoja na nchi kadhaa kusaidia Waaustralia kwa gharama ya tiba muhimu ya kimatibabu wakati wanapotembelea nchi hizo.

Wageni kutoka nchi zile huenda pia kuweza kupata huduma kadhaa za afya na dawa ya bei nafuu wakati wapo nchini Australia.

Ili kujua zaidi kuhusu RHCA katika Kiingereza, nenda kwa servicesaustralia.gov.au/rhca

Kujihudumia kwa Medicare

Ni rahisi kufanya shughuli nasi wakati wowote na mahali popote. Unaweza kufanya mambo mengi haraka na kwa rahisi bila kuhitaji kutupiga simu au kututembelea.

Tumia akaunti yako ya Medicare ya mtandaoni na app ya simu ya Express Plus Medicare ili kufanya dai, kusasisha maelezo yako ya kibinafsi na ya benki au kuomba kadi ya Medicare

mbadala au nyingine. Unaweza pia kuangalia taarifa za chanjo na mengi zaidi.

Akaunti ya Medicare ya mtandaoni

Unaweza kusajili kwa akaunti ya Medicare ya mtandaoni kupitia myGov. Ni njia salama kwa wewe kufanya shughuli zako na Medicare wakati na mahali inapofaa kufanya.

Ili kujua jinsi ya kusajili katika Kiingereza, nenda kwa servicesaustralia.gov.au/medicareonline

App ya simu ya Express Plus Medicare

Unaweza pia kufanya mambo mengi kwa kutumia app ya simu ya Express Plus Medicare. Mara tu unapokuwa na akaunti ya Medicare ya mtandaoni, unaweza kupakua app ile kutoka App Store, Google Play au Windows Store.

Ili kujua zaidi kuhusu app katika Kiingereza, nenda kwa servicesaustralia.gov.au/expressplus

Kwa habari zaidi

- Nenda kwa servicesaustralia.gov.au/medicare-services kwa taarifa zaidi katika Kiingereza
- Nenda kwa servicesaustralia.gov.au/yourlanguage ambapo unaweza kusoma, kusikiliza au kutazama habari katika lugha yako
- Piga simu kwa **131 202** kuongea nasi katika lugha yako kuhusu malipo na huduma ya Centrelink
- Piga simu kwa **132 011** kwa Medicare na **131 272** kwa Child Support. Tujulisha ikiwa unahitaji mkalimani, na tutapanga mmoja bila malipo
- Tembelea kituo cha huduma.

Kumbuka: simu kutoka simu yako ya nyumbani kwenda nambari za simu za '13' kutoka popote nchini Australia zinatozwa kwa kiwango kamili. Kiwango hicho kinaweza kutofautiana kutoka bei ya simu ya mtaa na kinaweza pia kutofautiana na watoa huduma wa simu. Simu kwa nambari za simu za '1800' kutoka simu yako ya nyumbani ni bila malipo. Simu kutoka simu za umma na za mkononi zinaweza kupimwa kwa muda wao na kutozwa kwa kiwango cha juu zaidi.

Kanusho

Taarifa iliyomo katika chapisho hili inakusudiwa kama mwongozo pekee wa malipo na huduma. Ni wajibu wako kuamua kama ungependa kuomba malipo na kufanya maombi kuhusiana na hali yako mahususi.



Medicare is Australia's health care system

Medicare helps cover the cost of some health care services.

How Medicare works

We provide payments and services that can help when you or someone you care for use health care services or buy medicines.

If you are eligible, Medicare helps with:

- free or cheaper treatment by doctors, specialists, optometrists, and in some cases dentists and other approved health professionals
- low cost medicine
- free treatment and accommodation in a public hospital.

How to enrol in Medicare

You can enrol in Medicare by:

- completing a Medicare enrolment form
- mailing or emailing the form and supporting documents to **MES@servicesaustralia.gov.au**

You will need to give us supporting documents depending on your circumstances. You may need to have your documents translated.

For more information in English about what documents you may need, go to **servicesaustralia.gov.au/enrolling-medicare**

Some people can also enrol online using their myGov account.

If you are enrolling as a family, you need to use the Medicare enrolment form, go to **servicesaustralia.gov.au/ms004**

We will also register you as an individual as part of Medicare Safety Nets. You can register as a couple or family if you need.

For more information in English about Medicare Safety Nets, go to **servicesaustralia.gov.au/safetynet**

Enrolling in Medicare online

You can enrol online using myGov if you are:

- living in Australia
- 15 years or older
- enrolling as an individual.

You must also have either:

- applied for a permanent resident visa
- been granted a permanent residency
- hold a returning resident visa.

If you enrol in Medicare using your myGov account, you can track the progress of your application.

We will ask you to add your bank account details so we can pay you Medicare payments. Have your banking details ready.

You will need to give us supporting documents depending on your circumstances. You may need to have your documents translated. Read about the documents you need on the Services Australia website.

Once your application is approved, we will contact you with your next steps. We will also send your Medicare card in the mail to the address you gave us.

For more information about enrolling, go to **servicessaustralia.gov.au/enrolling-medicare**

To do your business with us online, create a myGov account and link to Medicare. To find out more, go to:

- **servicessaustralia.gov.au/mygovguides**
- **servicessaustralia.gov.au/medicarecard**

Medicare card

You will get a Medicare card in the mail when you are enrolled. We will send it to the address you give us. You can also get a digital copy of your Medicare card. You will need to sign into the Express Plus Medicare mobile app to access it.

For more information in English about the Express Plus Medicare mobile app, go to **servicessaustralia.gov.au/expressplusmedicare**

To use the apps, you need a myGov account linked to your Medicare online account. If you do not have these, set them up and then download the apps.

You need a valid Medicare card to:

- claim Medicare benefits
- visit a doctor who bulk bills
- get treated as a public patient in a public hospital
- get some medicines at a lower cost.

Your Medicare card can also help if you are a private patient getting treatment in a public or private hospital.

We can issue a maximum of 2 cards to a family. If you are 15 or older, you can get your own Medicare card.

If your Medicare card is lost or stolen, you can get a new one using your Medicare online account or the Express Plus Medicare mobile app.

For more information in English, go to **servicessaustralia.gov.au/medicarecard**

Register your bank account details

Register your bank account details with us so we can pay your Medicare benefits directly into your nominated bank account.

Register your bank account details using:

- your Medicare online account through myGov
- 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.

For more information in English, go to servicesaustralia.gov.au/medicare/services

Claiming

You can claim for health care services for anyone listed on your Medicare card.

Staff at your doctor's office can submit the claim on your behalf if they offer electronic claiming. If your doctor's office cannot submit the claim on your behalf, you can submit a claim:

- using your Medicare online account through myGov
- using the Express Plus Medicare mobile app
- in person at a service centre
- via post by completing a Medicare Claim form (MS014).

You can also claim for someone on another Medicare card if you have paid for the service. You cannot do this online.

To find out more about claiming options in English, go to servicesaustralia.gov.au/medicare/claiming

Reciprocal Health Care Agreements

Medicare does not cover treatment when you go overseas. However, the Australian Government has signed Reciprocal Health Care Agreements (RHCA) with some countries to cover Australians for the cost of essential medical treatment while they are visiting those countries.

Visitors from those countries may also be able to get some health services and cheaper medicines when they are in Australia.

To find out more about the RHCA in English, go to servicesaustralia.gov.au/rhca

Medicare self service

It is easy to do business with us anytime and anywhere. You can do most things quickly and easily without needing to call or visit us.

Use your Medicare online account and Express Plus Medicare mobile app to make a claim, update your personal and bank details or request a replacement or duplicate Medicare card. You can also view immunisation statements and much more.

Medicare online account

You can register for a Medicare online account through myGov. It is a secure way for you to do your business with Medicare when and where it suits you.

To find out how to register in English, go to servicesaustralia.gov.au/medicareonline

Express Plus Medicare mobile app

You can also do many things using the Express Plus Medicare mobile app. Once you have a Medicare online account, you can download the app from the App Store, Google Play or the Windows Store.

To find out more about the app in English, go to servicesaustralia.gov.au/expressplus

For more information

- Go to servicesaustralia.gov.au/medicare-services for more information in English
- Go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- 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 is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.